

REGIONAL QUALITY IMPROVEMENT COMMITTEE (QIC) - NORTH

MEETING MINUTES

January 2026

Type of meeting:	Quarterly North Regional QIC Meeting	Date:	01-28-2026
Location:	Microsoft Teams	Start time:	10:00 AM
		End time:	11:30 AM
Members Present:	See Table Below		
Agenda Item	Presentation and Findings	Discussion, Recommendations, and/or Needed Actions	Person(s) Responsible
I. Welcome and Introductions	Kimber Salvaggio and Barbara Meyer, Ph.D. welcomed everyone and shared the meeting minutes from October 2025. A volunteer read the Labor Acknowledgment.	Kimber Salvaggio informed everyone that the attendance link was pinned at the top of the chat. The presentation and recording of the meeting will be sent out. Providers should send any edits for the meeting minutes to DMHQL@dmh.lacounty.gov .	Kimber Salvaggio/ Barbara Meyer, Ph.D.
II. QI Updates Consumer Perception Survey (CPS) 2025 Data	Daiya Cunnane, Psy.D., announced that the Consumer Perception Survey (CPS) provider-level reports have been sent out and are now available for review. The report format has been updated from previous years and includes comparative visuals that display performance by age group against county averages, with data available by service area. Providers are encouraged to review their results and consider opportunities for quality	Providers should monitor their emails for the 2025 Provider Level Report. Providers should mark their calendars for the May 2026 CPS administration.	Daiya Cunnane, Psy.D.

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	<p>improvement initiatives based on performance trends. Continued lower response rates were noted for the TAY (Transitional Age Youth) population. Programs serving TAY are encouraged to prioritize improvement efforts in this area. Providers should also review additional survey domains, including access, general satisfaction, cultural appropriateness, and other domain-specific measures included in the report.</p> <p>One-page handouts for community members are available online. A snapshot of satisfaction survey results is provided. These materials are currently available in several threshold languages. The full CPS report is also available online.</p> <p>The next round of the CPS will take place in May 2026. Additional information and training details will be distributed via the CPS listserv. Meeting attendees will be added to the listserv to ensure timely communication. The listserv is intended for CPS leads, managers, Quality Improvement staff, and others responsible for survey coordination and implementation.</p>		
<p>III. Language Survey</p>	<p>Mirtala Parada Ward shared an overview of language access requirements and reporting procedures within the Department of Mental Health. The Board of Supervisors recently implemented a countywide language access policy which requires all county departments to ensure language accessibility for clients who</p>	<p>Providers were encouraged to email Alan Wu, to be added to the language survey list.</p> <p>Mirtala Parada Ward encouraged all entities to submit their surveys on a quarterly basis.</p>	<p>Mirtala Parada Ward/ Alan Wu</p>

	<p>receive services. This policy aligns with the existing requirements under Medi-Cal language access, cultural competency planning, and countywide language access policy. These policies ensure that all clients have equitable access to language services in their preferred language, such as Spanish and other languages, including American Sign Language (ASL) The policy applies to Directly Operated (DO) programs and Legal Entity (LE) contracted providers. The goal is to maintain equitable, culturally responsive, and linguistically appropriate services for individuals.</p> <p>The Anti-Racism, Inclusion, Solidarity, and Empowerment (ARISE) Language Assistance Unit maintains compliance through the Departmental Language Access Plan (DLAP). The most recent DLAP report was in January, and an annual report must be submitted to the Board of Supervisors, detailing language accessibility. The ARISE Language Assistance Unit is collecting data to comply with Behavioral Health Information Notice (BHIN) 24-020. To meet this requirement, quarterly surveys are submitted to LE providers to capture language service encounters where interpreters were used. Surveys were sent out and data will be collected for October, November, and December of 2025. There are two surveys: one for face-to-face encounters and one for telehealth services. Mirtala Parada Ward</p>	<p>Providers were welcomed to reach out to Alan Wu and Mirtala Parada Ward for any questions.</p> <p>Kimber Salvaggio wondered if the report captures the calls made to the external language line and if the clinicians speak the client's language directly. Mirtala Parada Ward responded, "we're looking for encounters where the language line was used either for face-to-face or telehealth."</p> <p>Kimber Salvaggio read a question from the chat "will you want the agency wide data, or do you want it separated within each provider number?" Mirtala Parada Ward answered the agency wide data will be needed. Alan Wu will be tracking the submissions.</p>	
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	<p>shared that the submission rate is low, only receiving 28 responses on face-to-face encounters and 32 telehealth encounters. The responses are reported to the DMH Quality Assurance (QA) unit to ensure compliance with the Behavioral Health Information Notice 24-020.</p> <p>Quarter 1 is from July 1, 2025, to September 30, 2025, and that report is due on October 31, 2025. Quarter 2 is from October 1, 2025, to December 31, 2025, and is due on January 31, 2026. Quarter 3 is from January 1, 2026, to March 31, 2026, and is due on April 30, 2026. Quarter 4 is from April 1, 2026, to June 30, 2026, and is due on July 31, 2026.</p> <p>A tracking form will be provided to collect the information and help providers complete the quarterly survey. Quarter 2 survey that was due December 31st requires providers to attest that 100% of their workforce has completed the state-required cultural competency training for the calendar year. Mirtala Parada Ward informed everyone to contact Alan Wu from the ARISE division for questions or concerns.</p> <p>The survey results from the first data pool were shared. They showed that Spanish continues to be the primary language served, followed by Mandarin, Russian, Armenian and American Sign Language (ASL). This data helps with</p>		
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	<p>service planning, resource allocation, and compliance reporting to the state.</p>		
<p>IV. Co-occurring Disorders</p>	<p>Rachel Santellan shared an overview of the Substance Use Treatment Services in Los Angeles County. The Diagnostic and Statistical Manual of Mental Disorders, 5th Edition (DSM-5) has eleven criteria that make up Substance Use Disorders (SUD), which fall into three categories: control, craving, and consequences.</p> <p>SUD is a chronic disease that impacts the brain. There are three different neuro pathways involved in SUD: euphoria reward system, decreased reward system, and compulsive behavior. Environment, exposure, and trauma all play a role in the likelihood of an individual developing a SUD. Rachel Santellan shared an overview of the vulnerability to SUD chart. Biochemical factors include opioid receptors, dopamine, other transmitters, and intracellular signals. Behavioral factors include novelty seeking, harm avoidance, and impulsivity psychiatric disorders. Social influences include parents, siblings, friends, Adverse Childhood Experiences (ACEs), psychiatric disorders, stressors, and lack of positive experiences. Availability consists of illicit sources, prescription, family and friends.</p> <p>Fifty-three percent of those with a mental health condition will have a SUD. However, with severe mental health conditions, it increases to 85%. SAPC is focused on reaching 95% of individuals who do not receive substance use treatment in the mental health system. About</p>	<p>Rachel Santellan provided Los Angeles County’s Substance Abuse Service Helpline at 800-854-7771.</p> <p>RecoverLA.org is highly recommended for anyone who may need to access resources at any time.</p> <p>SBAT at www.SUDHelpLA.org is a great tool for finding services for your patient.</p> <p>Rachel Santellan encouraged everyone to visit the SAPC website.</p> <p>Lizette Ayala wondered if there were evidence-based practices that are helpful for clinicians/teams.</p> <p>Marisol Solano asked if there was an easier way to get to the Substance Abuse Service Helpline (SASH). Rachel Santellan advised Marisol to press number two to get directed to SASH.</p> <p>In the chat, Antonio wondered if Rachel Santellan could recommend good materials to address addiction. SAMHSA</p>	<p>Rachel Santellan</p>

	<p>one in five people have a SUD and only 15% of them receive treatment in any system. For those who qualify for SUD but do not receive treatment about 1% felt that they should get treatment and unsuccessfully sought it and 4% felt that they could benefit from treatment, however they did not seek it. Rachel Santellan shared an overview of LA County's SUD treatment services. Their interventions include one-on-one counseling, group counseling, family therapy, and addiction medications. Patients receive case management, care coordination, and service linkages as well. SAPC offers Recovery Bridge Housing (RBH) for up to a year to the Unhoused with SUD, while they receive outpatient SUD treatment. Recovery Housing is similar to RBH but does not require concurrent enrollment in SUD treatment but requires a recent history of treatment. These options allow patients to be in a stable environment for the recovery process.</p> <p>The American Society of Addiction Medicine (ASAM) Criteria Assessment covers a wide range of biopsychosocial factors. Dimension 1 is acute intoxication and/or withdrawal potential. Dimension 2 is biomedical conditions and complications. Dimension 3 is emotional, behavioral, or cognitive conditions and complications. Dimension 4 is readiness to change. Dimension 5 is relapse, continued use, or continued problem potential. Dimension 6 is recovery/living environment.</p>	<p>website is helpful. Smart recovery and therapist aid are publicly accessible.</p>	
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	<p>The impact of ASAM criteria on SUD treatment outcomes shows that there was a 25% to 300% reduction in no shows at the next stage of treatment, a 30% reduction in dropout from treatment, three times improvement in addiction severity outcomes at three months, and a 25% increase in patients ready for the stepdown to the next level of care. Since after the California Drug Medi-Cal Organized Delivery System (DMC-ODS), SAPC has seen a 200% increase in residential beds; a 1000% increase in residential services; a 700% increase in Recovery Bridge Housing beds; and a 50% increase in outpatient services.</p> <p>To obtain publicly funded SUD treatment, call the Los Angeles County Mental Health and Substance Use Services Help Line at 800-854-7771. The Recover LA mobile app also provides resources for those seeking substance use services. The Service and Bed Availability Tool (SBAT) at www.SUDHelpLA.org filters SUD services by distance, treatment/service type, languages, and clients serviced.</p> <p>Patients move through stages of change in which harm reduction and treatment programs work together. Treatment programs are available for patients who move toward preparation and recovery/maintenance. There are eight categories of integrated substance use services community programs: addiction treatment, hospitals, primary care clinics, mental health clinics, specialty medical care,</p>		
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	<p>pharmacy services, carceral settings, and housing/social services.</p> <p>Rachel Santellan reviewed the language and stigma on Substance Use Disorder. Using affirming language and alternatives help avoid labelling the client and encourage support. Medication, counseling, and support are the three core components of SUD treatment. Rachel Santellan shared a list of medications for treatment. SAPC is currently attempting to increase the capacity for clients, which makes treatment more appealing to patients. For increased demand, barriers to harm reduction and admission are removed.</p>		
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Next Meeting: Wednesday April 29th, 2026, 10:00 AM-11:30 AM

Attendance List (below):

NAME	AGENCY
Melissa Rodriguez	Boys Republic
Gassia Ekizian	Foothill Family Services
Carlisha Walker	
Xochitl Corona	Olive View
Mark Rodriguez	Bridges Inc
Kimber Salvaggio	DMH- SA 2
Cynthia Hollomand	PUSD MH
Megan McDonald, Psy.D.	Topanga Roscoe Corp
Anna Guillen	Counseling 4 Kids
Sybil Chacko	Maryvale

Barbara Meyer	DMH- Quality Improvement
Tracie Andrews	SA2, DO, San Fernando Child and Family Center
Ulyssa Revolvo	Counseling4kids
Marisol Solano	Olive View Mental Health Center
Michelle Garcia	Aviva Family and Children's Services
Rachel Villa	Haynes Family of Programs - 7565
Silvia Sanchez	San Gabriel Children's Center
Alben Zatarain	Enki Health Services, Inc.
Maribel Najjar-Vargas	Hillview Mental Health Center Inc.
Susana Gomez	Pacific Clinics
Kim Blackmon	Dveal
Kaylee Devine	Tobinworld
Jerty Rellosa	Stirling Behavioral Health Institute
Adriana Mariscal	Tarzana Treatment Centers
Cheri Noone	Five Acres
Angelle Hill-Seetal	DMH- Quality Improvement
Andrew Mankarios	Stirling Behavioral Health Institute
Windy Luna-Perez	Ettie Lee Outpatient Pomona
Victoria Shabanzadeh	Stirling Academy, Inc. (DBA: Stirling Behavioral Health Institute)
Mary Camacho-Fuentes	Palmdale Mental Health Clinic
Amani Khalifa	The Children's Center of the Antelope Valley
Misook Nierodzic	KFAM
Jennifer Palma	Pacific Clinics
Crystal Chaidez	SFC Metro North
Myra Smith	Eggleston Youth
Marianne Klee	DMH- Quality Improvement
Leo Hernandez	Jewish Family Service of LA
Y Thanh Lam	SA 4
Lisa Harvey	Para Los Ninos

Stephanie Ochoa	Star View Teammates
Audra Hindes	Child & Family Center
Nancy Flores	Olive View Medical Hub - DMH
Terica Roberts	LMFT
Dora Escalante	Jewish Family Service
Heather Hays	Bright Horizon STRTP
Rebecca Fahey	Gateways Hospital
Daiya Cunnane	DMH- Quality Improvement
Jeanine Caro-Delvaille	Child & Family Center
Rachel Santellan	SAPC
Valentina Murray	Phoenix House California
Janelle Dent	Children's Institute, Inc.
Melissa Zavala	Five Acres
Roman Shain	SFVCMHC Inc.
Judy Morales	Rancho San Antonio
Laurie Garza	ASC Treatment Group
Laura Aquino	Amanecer CCS
Violeta Kim	LCSW
Vanessa Tudela	SA 4
Laarnih De La Cruz	DMH- Quality Improvement
Alexis Orens	Telecare LA4 FSP
Rejeana Jones	McKinley Services
Lynetta Shonibare	OVMH
Alan Chung Chiu Wu	DMH ARISE
Misty Furbush	SA 1
Desiree Odom	Violence Intervention Program
Zeena Burse	Rancho San Antonio
Gabriela Hernandez Trujillo	Star View Community Services
Kimberly Cheam	Gateways Percy Village

Kimberly Guajardo	Gateways Hospital and Mental Health
Jessica Montemayor	El Centro Del Pueblo
Jennifer Mitzner	Olive Crest
Estefania Orelo	Amanecer CCS
Silva Hakopyan	SA 2
Gwen Lo	Community Family Guidance Center
Gwen Okagu	
Sara R. van Kongsveld	St. Joseph Center
Jeanet Hernandez	Child & Family Guidance Center
Miguel Martinez	Penny Lane Centers
Cheryl Driscoll	Hillview MHC
Camille Larkins	Optimist Youth Homes & Family Services
Alex Elliot	DMH- Quality Improvement
Arun Gopal	LA General Medical Center
Linda Santiman	Los Angeles LGBT Center
Marlene Pierce-Funckes	Luvlee's Residential Care, Inc.
Yvonne Lozano	Stars Behavioral Health Group - LA County CRTs
Colleen Blodgett	DMH SFC
Meagan Gravenstein	Wellnest
Abigail Fonseca	Olive view MHC
Amber Anderson	Antelope Valley MHC
Joseph Bologna	Trinity Youth Services
Nikki Collier	LACDMH
Marlene Sandoval	VIP Community Mental Health Center
Marlene Yandell	Luvlee's Residential Care, Inc.
Annet Flores	Child & Family Center
Eilene Moronez	Enki Health Services, Inc
Michelle Rittel	SA 2
Cristal Mejia	Star View

Gabriela Villagomez	Optimist Youth Homes and Family Services/Highland Park
Antonio Banuelos	SA 2 Chief
Khashi Khosravi	Exodus Recovery
Ana Viana	Therapist
Sharon Chapman	DMH- Quality Improvement
Edith Cruz	Amanecer CCS 7104
Catherine Wong	Spiritt Family Services
Alejandra Lopez Mercado	D'Veal Family and Youth Services
Mirtala Parada Ward	ARISE
Maria Aceves	East San Gabriel Valley MHC
Marisol Barrientos	Victor Treatment Centers Pomona
Keri Zehm	Tri-City
Nancy Trinh	SSG Alliance 7619, Florence House CRTP 19JD
Abigail Gonzalez	LMFT
Sarah Monson	ChildNet Youth & Family Services, Inc.
David Lee	DMH
Tehmina Usmani	Psychiatrist
Yvette Odell	TAY
Janet Lester	Institute for the Redesign of Learning
Carlos Tobar	St. Anne's Family Services
Deborah Curry	Star View
Raul Velasquez	JWCH
Aminah Ofumbi	Didi Hirsch
Quenia Gonzalez	Star View
Perla Campos Ruiz	Amanecer Community Counseling Service
John Catania	Social Model Recovery System, Inc.
Tiffani Tran	Five Acres
Moonsung Kang	Amanecer Community Counseling Services
Rasean Jones	TAY

Dr. Brooke Love	D'Veal Family and Youth Services
Lizette Ayala	DFYS
Priscilla Ortega	
Sharon Scott	CalWORKs Administration
Jessica Estrada	KYCC
Khashki Khosravi	Exodus Recovery
Jimmy Guevara	CCAV
Susana Lutz	Downtown Mental Health
Daisy Rosales	El Centro de Amistad
Sandi Long	Gateways
Nicole Gutman	Hollywood MHC
Maggie Cooper	
Frances Liese	SA 3
Charlotte Bautista	Gateways Hospital
Julie Jones	Hillview Mental Health Center
Laura Padrino	CA Mentor
Cristina Rodriguez	DMH
Nicholas Jones	SPIRITT Family Services
Martha Andreani	SA 5- Providence
Jennifer Wong	Children's Institute Inc.
Rosalba Trias-Ruiz	SA 3
Robert Swartz	Pacifica Behavioral Health Urgent Care Center
Michele Burton	The help group
Carmen Chacon	SA 4
Suejin An	SSG/APCTC
Emma Hernandez	Heritage Clinic
Adik Parsekhian	The Village Family Services
Sarah Won	KYCC
APCTC Quality Assurance	Asian Pacific Counseling and Treatment Center

Vicken Kabakian	SA 2
Karina Krynsky	DCFS Santa Clarita
Ito Udoeyop	SA 2 Didi Hirsch
Dr. Mihai	
Fulviu M. Fodoreanu	Center for Integrated Family and Health Services
Rhasheda Henry	MHALA
Miguel Ramierez-Luna	LACSW
Xin Kang	ESGVMHC
Natalie Majors	Tri-City MH
Monique Cando	
Sarah Sullivan	East San Gabriel Valley FSP
Kathryn Aguenza	Pacific Asian Counseling Services
Tatiana Van Beeck	Tri-City MH
Oscar Leclere	San Fernando MH Services
Misty Aronoff	Step Up on Second

Respectfully Submitted,

Quality Improvement