

REGIONAL QUALITY IMPROVEMENT COMMITTEE (QIC)- North

MEETING MINUTES

April 2026

Type of meeting:	Quarterly North Regional QIC Meeting	Date:	04-29-2026
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 welcomed everyone and reminded everyone to sign in on the link in the chat. A moment of silence was held to acknowledge Armenian Genocide Remembrance Day, which is to reflect on the impact of historical atrocities and on the groups that found refuge in California.	Any edits needed for the meeting minutes should be emailed to DMHQI@dmh.lacounty.gov	Kimber Salvaggio
II. Portrait of Los Angeles	Kristen Lewis, the director of Measure for America, expressed gratitude to those who funded the project including the Los Angeles County Department of Mental Health (LACDMH). This report was guided by two advisory panels, county officials and civil society organizations. Measure of America is a project of the Social Science Research Council, which provides reports and tools that emphasize well-being and access to opportunity in the United States. The approach puts people at the center of the analysis and	Megan McDonald voiced how sad it is to witness the segregation of money in neighborhoods and by race. Tiger Doan asked for the presentation slides. Kimber Salvaggio provided the link to Portrait of Los Angeles website. Dr. Lynetta Shonibare asked, "What policies has LA County	Measure of America

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	asks how people are doing rather than how the economy is doing. The hallmark of this work is called “the Human Development Approach” and “the Human Development Index” (HDI), which is a measure for human development that focuses on three core capabilities: long and healthy life, access to knowledge, and a decent standard of living. This project was started about 20 years ago. When it comes to a long and healthy life, they used life expectancy at birth. It is how long a baby born today can expect to live if the conditions within their community continue throughout their life. Access to knowledge utilized educational degree attainment for all adults from ages 25 and up, and school enrollment from ages 3 to 24. This data stemmed from the American Community Survey of the U.S. Census Bureau. A decent standard of living used median personal earnings. Kristen Lewis shared a slide on the ages and salaries of workers aged 16 and over. All the indicators on similar scales were added together and then divided into three to obtain the HDI score. The HDI was first applied to well-being in Los Angeles County in Portrait 2017. From this, many organizations referred to this report in their planning, programming, and policymaking. This report focused on the well-being and access to opportunity among Angelenos through an equity lens. It included a snippet of today and the progress since 2017. It identified which groups and communities	adopted to address the disparities highlighted in this data?” Dr. Lynetta Shonibare mentioned lots of curiosity concerning cultural responsiveness and privilege. Michelle Garcia expressed how hard it was to sit through this as someone who grew up in Southeast Los Angeles. Tiger Doan stated facts will inform policy no matter how disheartening. I think we need to start with the real picture to advocate for improvement. I hope the new governor will use your data and trigger down to county policies too. Kimber Salvaggio wondered if the information was given to the governor’s office. Alex Elliot wondered if the call to action around artificial intelligence (AI) was brought up to maximize the impact.	
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	experienced higher levels of well-being as well as which ones fell behind. County, state, and federal data was presented on a wide range of issues relating to well-being, mental health, homelessness, and youth disconnection. Community Data Walks reflected the voices of Angelenos expressing their concerns. This strategy was in person and online in which Angelenos discussed their opinions on the data and recommendations for a better future. These walks were held in the Antelope Valley, Long Beach, East Los Angeles, Watson, South Los Angeles, and Arleta Pacoima. A data walk was held with the LGBTQ Center to meet Angelenos with the LACDMH. This walk was a success as issues and recommendations were gathered for the report. The main issues included: rising housing costs, mental health, childcare affordability, unreliable public transportation, benefits for older Angelenos, and pathways to career opportunities. The online portal depicts the real voices of Angelenos. It is accessible to all users with over two hundred conversational snippets. The HDI is a measure that combines health, education, and earning indicators. LA County scored 5.64 out of 10. The graph showed women had a slightly higher HDI score than men. Asian Angelenos had the highest score among the racial and ethnic groups at 7.68. Lowest scores were among Native Hawaiian/Other Pacific Islander (NHOPI) at 4.01 and Latinos at 4.45. Asian women had the		
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	highest HDI score, driven by the highest life expectancy at 88.6 years. According to the LA County map, the highest HDI scores of neighborhoods showed Brentwood Pacific Palisades at 9.58, which predates the fires, Palos Verdes Estates at 9.49 and Bel Air at 9.20. The lowest HDI scores were in Southeast Los Angeles at 3.03, Cudahy at 3.18 and Florence Graham at 3.08. Residents in Westwood had a life expectancy of 88.1 years whereas for residents in Southeast Los Angeles it was 77.7 years. Fifty percent of adults in Southeast Los Angeles had less than a high school education compared to 1% of adults in Brentwood. The typical worker in Brentwood Pacific Palisades earned over \$100,000 a year while a typical worker in South Los Angeles earned less than \$30,000 a year. There is a relationship between well-being scores by race and ethnicity and the well-being scores by place. It is a product of residential segregation by race and ethnicity as well as by income. This is discussed throughout the report. Alex Powers, the associate director of Measure of America, shared an overview of the proxy for a long and healthy life. It is the life expectancy at birth, how long a baby born today can expect to live. According to the data, women lived about six years longer than men (83.6 years compared to 77.5 years). Men were more likely to die from suicide, alcoholism, substance		
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	abuse and unintentional injuries like car crashes and workplace injuries and are less likely to seek medical care. NHOP men (65.9 years) and Black men (69.1 years) had the lowest life expectancy. Alex Powers presented a map of Los Angeles neighborhoods with the highest life expectancy, which revealed Westwood at 88.1 years and Beverly Hills at 87.1 years. Lowest life expectancy was among residents of Sun Village at 71.8 years, Lake Los Angeles at 72.3 years and West Rancho Dominguez at 73.1 years. The second component of HDI is access to knowledge. White residents had the highest education index at 7.62, while Latino residents had the lowest. More than half of foreign-born Latino adults had less than a high school diploma. The highest education index scores were in Westwood, Sierra Madre (9.76) and La Canada (9.75). The lowest scores were Maywood (1.67), Southeast Los Angeles (1.78) and East Rancho Dominguez (1.82). Median personal earnings were used in the HDI. The LA County median was \$44,600 a year. The lowest median earnings were \$31,800 a year. White men had the highest earnings starting at \$80,300 a year. Men earned on average about \$9,000 a year more than women due to the gender pay gap. On the higher end, median personal earnings in Palos Verdes Estates were \$120,200 a year, they were \$28,300 a year in Cudahy. Another indicator was youth disconnection of young		
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	people ages 16 to 24, where young individuals laid the groundwork for a better future and life. Twelve percent of young people in Los Angeles County were out of school and out of work, 133,900. Young men were more disconnected than young women. To strive for a better future, there are three cross-cutting imperatives: address disparities in well-being among Angelenos, prioritize places where the well-being of children and families is at risk and implement prevention programs and services.		
III. Quality Assessment and Performance Improvement (QAPI) Work Plan Goals 2026-2027	Stacey Smith stated the QAPI Work Plan Goals for January 2026-June 2027 have been posted on the QI website. The Work Plan is shifting from calendar year to fiscal year to be aligned with Behavioral Health Services Act (BHSA) requirements. Goals include reducing 7- and 30-day rehospitalization rates, increasing our rates for FUM and timely access for children, 100% of outpatient adult providers utilizing the Level of Care Utilization System (LOCUS), and increasing the number of Consumer Perception Surveys (CPS) surveys by 5% and increasing CPS domain scores for social connectedness and perception of functioning.		Stacey Smith
IV. Consumer Perception Survey (CPS)	Dr. Daiya Cunnane shared completed surveys from clients in 2025 totaled 13,181 and were mainly comprised of Adult and Family survey respondents.	Dr. Lynetta Shonibare from Olive View clinic stated that paper surveys work best. Their goal is to receive 100 surveys.	Dr. Daiya Cunnane, Supervising Psychologist

	The QI team's goal is to increase the number by 5% in 2026 with particular focus on increasing the number of Youth surveys. All recordings of the CPS trainings for 2026 were attached to a link in the chat. There is a CPS Frequently Asked Questions (FAQ) handout created for this year's CPS period that is available on the QI website. Dr. Daiya Cunnane advised providers to have a backup plan in case anything goes wrong with the surveys and to keep in contact with their Service Area (SA) Liaison.	Sherry Winston from Reseda voiced that they only distribute paper surveys, which is easiest for the clients to complete. Dora Escalante asked in the chat, "Can we call clients that do not come to the office to complete surveys?" QI responded yes that providers can complete the survey over the phone with the client if needed.	
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Next Meeting: Wednesday July 29, 2026, from 10:00 AM-11:30 AM.

Attendance List (below):

NAME	AGENCY
Stacey Anne Smith, LCSW	DMH- Quality Improvement Team
Kara Taguchi, Psy.D.	DMH- Outcomes and Quality Improvement Team
Daiya Cunnane, Ph.D.	DMH- Quality Improvement Team
Marianne Klee, Psy.D.	DMH- Quality Improvement Team
Barbara Meyer, Ph.D.	DMH- Quality Improvement Team
Laarnih De La Cruz	DMH- Quality Improvement Team
Jenita Raksanoh	DMH- Quality Improvement Team
Abby Chappell	Edelman MHC Adult Clinic
Abigail Fonseca	Olive view MHC
Adriana Mariscal	Tarzana Treatment Center

Alejandra Lopez Mercado	D'Veal Family and Youth Services
Alejandra Munoz	TCCSC
Alex Powers	Measure of America
Alfred Sun	Spiritt Family Services
Angelle Hill-Seetal	DMH- Quality Improvement
Allison Hardey	Hillsides
Alex Elliot	DMH- Quality Improvement
Alben Zatarain	Enki Health Services, Inc.
Allex Pak	DMH/ QOTD QA/ Medi-Cal Cert
Amani Khalifa	The Children's Center of the Antelope Valley
Andrea Kinley	HealthRight360
Angela Kahn	SFVCMHC
Annet Flores	Child & Family Center
APCTC Quality Assurance	APCTC
Audra Hinds	Child & Family Center
Berteil Eishoei	DMH- Quality Assurance
Beth Foster	Hillsides
Bianca Ramos	NEMHC
Carlisha Walker	SA 3
Carmen Chacon	SA 4
Carrie Valentine	Tarzana treatment centers
Catherine Wong	Spiritt Family Services
Cindy Ferguson	SA 1 Palmdale
Cindy Hollomand	PUSD
Cintha Lopez Millan	Didi Hirsch
Colleen Blodgett	DMH-CWD SFC SA 2
Cristina Sandoval	CHLA- Queens Care Health Alliance
Crystal Chaidez	SA 4
Darlene Olmedo	Child Guidance

Daisy Rosales	El Centro de Amistad
David Lee	Medi-Cal Certification
Deborah Curry	Stars Inc.
Deborah Hansen	Quality Improvement
Desiree Odom	VIP CMHC
Diana Cannizzo	HealthRight360
Dora Escalante	Jewish Family Service
Edith Cruz	Amanecer CCS 7104
Elizabeth Helm Marsh	SA 1
Emma Hernandez	Heritage Clinic
Emma Mendez	CPLC
Erica Villalpando	Pasadena Unified School District
Estefania Orelo	Amanecer CCS
Faith Oluwadare	Optimist Youth Homes and Family Services
Frances Liese	SA 3
Gabriela Hernandez Trujillo	Star View Community Services
Gabriela Villagomes	Optimist Youth Homes and Family Services/Highland Park
Gassia Ekizian	SA 3
Henry, Rhasheda	MHALA
Hyun Kyung Lee	DMH-CMMD
Ito Udoeyop	SA 2 Didi Hirsch
Javier Nevarez	Genesis Older Adult Program
Jeanet Hernandez	Child & Family Guidance Center
Jeanine Caro-Delville	Child & Family Center
Jennifer Mize	1904A/QA/QI liaison service area 1
Jennifer Mitzner	Olive Crest
Jennifer Palma	Pacific Clinics
Jenny Sanchez	Phoenix House
Jerty Rellosa	Stirling Behavioral Health Institute

Jesus Romero Jr.	SA 2
Jessica Estrada	KYCC
Jessica Guzman	Wellnest
Jessica Orellana	Children's Bureau/All For Kids
Joanna Caysido	The People Concern
Joanne Chen	DMH- CMMD
John Catania	Social Model Recovery System, Inc.
Joseph Bologna	TrinityYS
Karina Krynsky	DMH- SFC Santa Clarita
Karina Sandoval	Optimist Youth Homes and Family Services
Kate Harvey	SSRC
Kathryn Aguenza	PACSLA
Kaylee Devine	Tobin World
Keisha White	SA 5
Keri Zehm	TriCity MHA
Kim Blackmon	SA 3
Kimber Salvaggio	TCU/SA 2 Admin
Kristen Lewis	Measure of America
Kristen Tanji	TCCSC
Kristin Gray	SA 3
Laura Aquino	Amanecer CCS
Laura Padrino	CA Mentor
Laurie Garza	ASC-TG
Lauren Schoenemann	Penny Lane
Lelina Beru	JWCH
Leo Hernandez	Jewish Family Service of LA
Lin Min Kong	Sycamores
Lisa Harvey	Para Los Ninos
Lizette Ayala	DFYS

Lynetta Hale	Social Model
Lynetta Shonibare	Olive View
Mandy Werner	SA 2 Specialized Foster Care
Mao Cardenas	Antelope Valley Child and Adolescent Program
Maria Moreno	SA 3 Admin
Marisol Barrientos	Victor
Marlene Pierce-Funckes	Luvlee's Residential Care, Inc.
Mayra Garcia	Quality Improvement
Megan McDonald, PsyD.	Topanga Roscoe Corp
Melanie Murad	TrinityYS
Melissa Rodriguez	Boys Republic
Melissa Zavala	5 Acres
Michelle Garcia	Aviva Family and Children's Services
Michelle Rittel	SA 2
Mike Ford	SA 7
Myra Smith	Eggleston Youth
Nancy Trinh	SSG Alliance 7619, Florence House CRTP 19JD
Nicole Gutman	Hollywood MHC
Nikki Collier	DMH-Quality Assurance
Nunnenkamp, Jaime	SA 1- MHALA
R. Lawrence Franklin	GoZoe
Raul	JWCH
Rebecca Fahey	Gateways Hospital
Rebecca Stephens	Sycamores
Rejeana Jones	SA 1-McKinley
Rhonda Morken	TrinityYS
Roberta Del Angel	Star View Community Service
Romero, Kandria	McKinleyCC
Sally Bermudez	Crittenton SoCal

Sandi Long	Gateways
Sarah Sullivan	East San Gabriel Valley FSP
Serrano, Rosana	LAUSD
Sharon Scott	CalWORKs
Sherry Winston	Tarzana Treatment Centers
Silva Hakopyan	SA 2 Adult
Silvia Sanchez	SA 3
Silvia Yan	SSG/Asian Pacific Counseling & Treatment Centers
Simone Beri	DMH-Performance Oversight
Sonia Suria	Didi Hirsch
Stacy Park	SSG SILVER
Stephanie Ochoa	Star View Teammates
Sumiyah Mshaka	DMH TAY Field Based Program
Susana Gomez	Pacific Clinics
Susana Lutz	Downtown Mental Health Center
Sybil Chacko	Maryvale
Terica Roberts	CMMD
Tiffani Tran	5 Acres
Tiger Doan	APCTC
Tracie Andrews	SA 2 Adult
Valentina Murray	Phoenix House California
Vanessa Tudela	SA 4
Victoria Shabanzadeh	Stirling Academy, Inc. (DBA: Stirling Behavioral Health Institute)
Vicky Rivera Vasquez	Starview- community service
Viola Guzman	Social Model Recovery Systems
Volga Hovelian	DMH- Quality Improvement Team
Willie Harris Jr.	Tarzana Treatment Center
Windy Luna-Perez	SA 3
Xochitl Corona	SA 2

Yivette Odell	Quality Improvement
Yuri Cardona	Telecare
Yue Hua Xu	East San Gabriel Valley MHC

Respectfully Submitted,

Quality Improvement