



MISSION

By understanding the needs of consumers and families, Tri-City provides high quality, culturally competent behavioral health care treatment, prevention and education in the diverse cities of Pomona, Claremont, and La Verne.

TRI-CITY MENTAL HEALTH AUTHORITY MENTAL HEALTH COMMISSION AGENDA

JULY 14, 2020
3:30 p.m.

MEETING LOCATION

Pursuant to California Governor's Executive Order N-29-20 (Paragraph 3), adopted as a response to mitigating the spread of Coronavirus (COVID-19), the Mental Health Commission is authorized to hold its public meetings via teleconference and the public seeking to observe and to address the Mental Health Commission may participate telephonically or otherwise electronically. Therefore, this meeting will be held via teleconference. The locations from where the Commissioners are participating are not listed on the agenda and are not accessible to the public.

To join the Mental Health Commission meeting click on the following link:

https://webinar.ringcentral.com/webinar/register/WN_M56Go7OTFiiqMIARFN8QA

Posting of Agenda. The Agenda is posted 72 hours prior to each meeting on the Tri-City's website: <http://www.tricitymhs.org>

Public Participation. Section 54954.3 of the Brown Act provides an opportunity for members of the public to address the Mental Health Commission on any item of interest to the public, before or during the consideration of the item, that is within the subject matter jurisdiction of the Mental Health Commission. The public can make a comment during general public comments or on a specified agenda item by leaving a voice mail message at (909) 451-6421 or by writing an email to molmos@tricitymhs.org. All voice mail messages and emails received by 1:30 p.m. will be read into the record at the appropriate time. If you wish to speak on a matter which is not on the agenda, you will be given the opportunity to do so at the Public Comment section. No action shall be taken on any item not appearing on the Agenda. The Chair reserves the right to place limits on duration of comments.

Any disclosable public records related to an open session item on a regular meeting agenda and distributed by Tri-City Mental Health Authority to all or a majority of the Mental Health Commission less than 72 hours prior to this meeting are available for public inspection at <http://www.tricitymhs.org>

CALL TO ORDER

Chair Watson calls the meeting to Order.

ROLL CALL

Toni L. Watson – *Chair*
Anne Henderson – *Vice Chair*
Carolyn Cockrell – GB Liaison
Ethel Gardner

Joan M. Reyes
Daniel Rodriguez
Wray Ryback
Twila L. Stephens

Alfonso Villanueva
David J. Weldon
Davetta Williams

REGULAR BUSINESS

I. APPROVAL OF MINUTES FROM THE JUNE 9, 2020 MENTAL HEALTH COMMISSION REGULAR MEETING

II. PRESENTATION

- A. “RECOVERY MOMENTS” STORY
- B. REVIEW OF MHC GOALS DURING FISCAL YEAR 2019-20
- C. MHC ESTABLISH ITS PRIORITY TOPICS AND/OR GOALS FOR FISCAL YEAR 2020-21.

III. EXECUTIVE DIRECTOR REPORT

COMMISSION ITEMS AND REPORTS

Commissioners are encouraged to provide comments or ask questions about the community’s mental health needs, services, facilities and special problems. In addition, this is an opportunity to provide reports on their activities.

PUBLIC COMMENT

The Public may at this time speak regarding any Tri-City related issue. No action shall be taken on any item not appearing on the Agenda. The Chair reserves the right to place limits on duration of comments.

ADJOURNMENT

The next Regular Meeting of the **Mental Health Commission** will be held on **Tuesday, September 8, 2020 at 3:30 p.m.** via teleconference due to the COVID-19 pandemic. The Commission is Dark during the month of August.

MICAELA P. OLMOS
JPA ADMINISTRATOR/CLERK



MINUTES
REGULAR MEETING OF THE MENTAL HEALTH COMMISSION
AND
PUBLIC HEARING FOR THE MENTAL HEALTH SERVICES ACT (MHSA)
JUNE 9, 2020 – 3:30 P.M.

The Mental Health Commission met in a Regular Meeting on Tuesday, June 9, 2020 at 3:36 p.m. via teleconference pursuant to California Governor Newsom Executive Order N-25-20 wherein he suspended certain provisions of the Brown Act to allow the continuation to hold meetings without gathering in a room in an effort to minimize the spread and mitigate the effects of COVID-19 (Corona Virus Disease of 2019).

CALL TO ORDER Chair Watson called the meeting to order at 3:36 p.m.

ROLL CALL Roll call was taken by JPA Administrator/Clerk Olmos.

PRESENT: Toni L. Watson, Chair
Anne Henderson, Vice-Chair
Joan M. Reyes
Wray Ryback
Twila L. Stephens
David J. Weldon
Davetta Williams (At 3:48 p.m. joined the meeting)

ABSENT: Ethel Gardner
Daniel Rodriguez
Alfonso "Al" Villanueva
Governing Board Member Liaison, *Vacant*

STAFF: Toni Navarro, Executive Director
Diana Acosta, Chief Financial Officer
Rimmi Hundal, Director of MHSA and Ethnic Services
Angela Igrisan, Chief Clinical Officer
Seeyam Teimoori, Medical Director
Natalie Stewart, Chief Compliance Officer
Nancy Gill, Chief Operations Officer
Dana Barford, MHSA Projects Manager
Deborah Johnson, Children's Program Manager
Toni Robinson, Innovations Coordinator
Mica Olmos, JPA Administrator/Clerk

Chair Watson thanked everyone for participating in the virtual meeting on behalf of the Mental Health Commission; She then stated that the Mental Health Commission is an advisory body to Tri-City's Governing Board, and meet monthly to help advise the Governing Board, Executive Director, staff and stakeholders of Tri-City Mental Health Authority about how to insure high quality mental health services in our area.

AGENDA ITEM NO. I

REGULAR BUSINESS

I. APPROVAL OF MINUTES FROM THE MAY 20, 2020 GOVERNING BOARD AND MENTAL HEALTH COMMISSION REGULAR JOINT MEETING

There being no comment, Commissioner Reyes moved, and Commissioner Stephens seconded, to approve the Minutes of the Governing Board and Mental Health Commission Regular Joint Meeting of May 20, 2020. The motion was carried by the following vote: AYES: Commissioners Reyes, Ryback, Stephens, and Weldon; Vice-Chair Henderson; and Chair Watson. NOES: None. ABSTAIN: None. ABSENT: Commissioners Gardner, Rodriguez, Villanueva, and Williams.

II. EXECUTIVE DIRECTOR REPORT

Executive Director Navarro spoke about the revisions to the MHSA Three-Year program and Expenditure Plan; provided highlights of online webinars that Tri-City staff has been providing for the community, noting that there is a lot of work head; then expressed gladness for having online 42 participants on today virtual meeting; thanked the public for taking time to be with Tri-City; noted that many had contributed to the wonderful 3-Year plan and also thank them for their dedication and commitment; and stated that staff looks forward to partnering with the community and Commissioners as we move in into our new reality, which she has a lot of hope.

At 3:48 p.m., Commissioner Davetta Williams joined the meeting.

COMMISSION ITEMS AND REPORTS

There was no comment.

PUBLIC COMMENT

There was no public comment.

PUBLIC HEARING

Chair Watson stated that under state law, this public hearing occurs as part of a regular Mental Health Commission meeting. The public hearing is for the draft of the proposed Tri-City's Mental Health Services Act (MHSA) Three-Year Program and Expenditure Plan For Fiscal Years 2020-21, 2021-22, & 2022-23; and that plan has emerged from almost a year of extensive work and conversations with individuals and organizations throughout our three cities; and that today staff will share some of the details of the plan and also ask for the public's feedback.

A. OPEN THE PUBLIC HEARING

Chair Watson officially declared the public hearing open and announced that Tri-City's MHSA Projects Manager Dana Barford would facilitate the public hearing.

B. OVERVIEW OF DISCUSSION ITEMS DURING PUBLIC HEARING

MHSA Projects Manager Barford stated that it has her pleasure to be in attendance for the public hearing; she explained the items that will be discussed, which will be staff introductions; the Three-Year Program and Expenditure Plan, noting that there was a stakeholder meeting in April to

discuss the plan and there were some the revisions made, which had been shared in detail during the Joint Meeting of the Governing and Mental Health Commission, and had also been posted for the past 30 days; that there were going to be a couple of very special presentations; and also there was going to be an opportunity for public comment.

C. WELCOME AND INTRODUCTIONS

MHSA Projects Manager Barford stated that members of Tri-City's executive team are in attendance at the meeting ready to answer any questions about any of the components of the plan; she then introduced Executive Director Toni Navarro, Director of MHSA & Ethnic Services Rimmi Hundal, Chief Clinical Officer Angela Igrisan, Chief compliance Officer Natalie Majors, and Chief Financial Officer Diana Costa who will review the changes to the budget; she then introduced herself and said that she would be the facilitator today; she then introduced Innovations Coordinator Toni Robinson, pointing out that she was going to provide an update on Tri-City's Tech Suite Project, which is now known as 'Help@Hand'; she then introduced Children's Program Manager Debbie Johnson who will provide a status report on Tri-City's Early Psychosis Program; and then stated that there will be two special guest speakers who will talk about their experiences.

D. COMMUNITY PLANNING PROCESS AND PLANNING SURVEY

MHSA Projects Manager Barford stated that the MHSA Three-Year Program and Expenditure Plan is a document that all counties, who will have access to the proposition 63 funding, are mandated to create; explained that the collaboration between our community members, our community partners and our Tri-City staff is very important, as it takes all of us to put it together, specifically community partners and our community members because they are able to share their experience and their suggestions with Tri-City staff so that we can implement the programs that are really going to have meaning for them and are going to make a difference and an impact. She then talked about the Community Planning Process, stating that it begins in the fall; that nine stakeholder meetings were held, pointing out that four of these meetings were repeated as four were held in the morning and the same where held in the evening to be able to include as many community members as possible; that there were eight MHSA work groups that reviewed Tri-City's current programs, the new innovation projects, and other programming; that the annual community planning survey was offered to get an idea of what the needs are in the community, what the concerns are, and where we really should be directing our efforts; that in the winter of 2020, staff developed the first draft of the MHSA Three Year Program Plan and it was posted on March 13th for a 30-day comment period; that COVID-19 occurred in Spring of 2020, which changed everything; that staff needed to take a second look at the current Plan draft and figure out what changes or adjustments needed to be made to ensure that Tri-City will be able to meet the need of a post COVID-19 world; that a couple of the decisions were made regarding the two innovation projects, and the funding available for training was retained in the Community Services and Supports Plan to meet the needs of our community; that the MHSA Three Year Plan was revised and posted again on May 8th, and today marks the end of the 30-day comment period; that this public hearing is being held as part of Tri-City's Mental Health Commission Meeting wherein we hope to obtain an endorsement for the Plan from the Commissioners; if so, then it will be presented to the Governing Board for approval at its June 17th meeting. She then talked about the annual Community Planning Survey and indicated that they were asked: What did they feel were the unmet needs of the community? That 56% indicated that housing was the top concern and pointed out that Tri-City has 64 units of permanent supportive housing; pay for beds at the Hope4Home shelter, and offer trainings for landlords and tenants.

She then stated that another question was about barriers to seeking services and that most responses indicated not knowing where to go for help; and shared that tri-City has a website wherein there is a comprehensive list of resources, not only for our community members, but also that focus on COVID-19; that Tri-City has a 24/7 access to mental health support; also has the community navigators which are able to link individuals to Tri-City services as well as to community partners for a service or a resource that Tri-City does not have. She then stated that another question asked in the survey was about the age group that is of most concern, and results indicated that it was the Transition Age Youth (TAY) which we know that it is a very critical age group for so many reasons; and shared that TAY population has become a priority population for the Help@Hand Project in our tech suite; that Tri-City has a dedicated space at the Wellness Center just for this age group which includes a lot of different activities, specialized staff, everything committed to working with the needs of this age group; and that also other support groups are offered and activities designed for TAY group.

E. EXPLANATION OF MHSA THREE-YEAR PROGRAM & EXPENDITURE PLAN FOR FISCAL YEARS 2020-21, 2021-22, & 2022-23

MHSA Projects Manager Barford then talked about the MHSA Three-Year Plan, noting that it consisted of 99 pages; that the first section is about how Tri-City is the mental health authority for our three cities of Pomona, Claremont, La Verne, about 60 years of service that Tri-City has been going strong, about Tri-City values, some demographics, and about the executive summary, which is a short version of some of the highlights of our data and program outcomes; that the second part of the document talks about Tri-City's Community Planning Process, outreach services and strategies, stakeholder meetings, work groups, and community partners. We have them listed in there; that the third section has the breakdown of all of Tri-City MHSA plans: the Community Services and Supports (CSS), Prevention and Early Intervention (PEI), Innovation (INN), Workforce Education and Training (WET), And Capital Facilities and Technological Needs (CFTN), and a breakdown of programming within each of the plans. She pointed out that the data presented is based on services provided during Fiscal Year 2018-19, which indicates what some of our successes are, what some of the challenges are, and where we're looking to go in the future; and that at the end there is plant that's growing from some dollars which is just symbolic of how funding is very important component to the work that we do and being prudent and managing these funds in a very strategic way, allows us to maintain our programs, to keep them going, especially with the uncertainty with COVID-19. She also stated that the financial section provides the cost per person for the programs, a three-year projection estimate of where we think we are going over the next three years, and a summary across all five plans.

➤ Early Psychosis Program Presentation

MHSA Projects Manager Barford then talked about Tri-City's Early Psychosis Program and stated that in July of 2018 a stakeholder meeting was held wherein it was discussed to hire a psychologist for a two-year period to conduct research and be able to identify an early psychosis program that Tri-City could implement based on the needs of our population; that research was conducted between July 2018 and June 2020; that the program identified was Portland Identification and Early Referral Model or the PIER Model; that the original plan was to launch this program in June 2020, but COVID-19 occurred in the spring; that the project continues to move forward with restructured activities in a COVID-19 world.

Debbie Johnson, Children's Program Manager, indicated that she will talk about how the Early Psychosis Program will be implemented, about what the first year objectives would look like, and how it has been planned in phases. She then said that the goal is to launch the Early Psychosis Program taking and make it accessible to all the three cities, taking into consideration the needs and the climate of where we are at with our clients and community, as well as taking into account the limitations that COVID-19 has brought in, in connection to outreach and trainings. She then talked about the four phases of implementation: that during Phase 1 staff is assessing the situation and the current needs which involves conducting outreach, identify new partners in the community for referrals, prescreening individuals, doing integrated care, noting that our infrastructure is in place and a complete staff team has already been hired, including an occupational therapist; that during Phase 2, staff will continue to assess, to adapt to the COVID-19 protocols, to review what we have learned in Phase 1, to have more ongoing trainings from our UCLA partners to expand our lens of identifying early intervention providing effective treatment, to continue to do outreach to the community members; that during Phase 3, to have more PEIR Model trainings and be able to implement more of this model into services, to continue to enhance the quality of the care and treatment; and in that during Phase 4, to have all the trainings in place and continue to build throughout our program and adapted to the current climate.

➤ Community Success Story

Children's Program Manager Johnson talked about a young lady and her mother who are going to share their experience in Tri-City's Full Service Partnership program, noting that she will translate for the mother who speaks Spanish only; and that her daughter would also share about her experience in mental health services. [Unfortunately, the mother had technical difficulties and was not able to join the meeting.]

Erica, the young lady, talked about not wanting to get services because she was scared to talk to people about her past and about what she went through when she was in seventh grade; that although it took her a while, she finally realized it was all worth it; she mentioned that Tri-City staff Elva Nenoy, Dr. Grace, and her mom had helped her the most; discussed the coping skills she had learned through therapy; noted that being sheltered in place did not affected her as much as she thought it would because she knows if she needed someone to talk to, she can call on the phone or in person; and also thanked everyone on her team for not giving up on her and her situation, and also helping her family to communicate better. On behalf of her mother, Erica thanked everyone for helping them as a family because there were problems that they thought that they were not going to overcome; and that Tri-City staff motivated them when they felt "stuck".

Children's Program Manager Johnson stated that Erica's mother had expressed appreciation for Tri-City services; that she was so proud of her daughter graduating from high school; and was also thankful for Erica's team in supporting Erica.

➤ Innovation Project Update - Help@Hand

Tony Robinson, Innovations Coordinator, stated that Tri-City's Innovation Project was called the tech suite, and now the Collaborative has voted to give it an actual branded name, Help@Hand; that the purpose of the Mental Health Services Act Innovation component provides California the opportunity to develop and test new unproven mental health models with the potential to become tomorrow's best practices in the public mental health field; that if the innovation project works, then it can be adopted and be used as part of a service delivery plan by Tri-City or other counties throughout California; that if the project is unsuccessful, then we learn what not to do.

She then provided the history of this project which began in October 2017 when the Los Angeles and Kern County decided to put together a tech suite of applications that would use digital phenotyping, artificial intelligence, and peer chat to reach out to people using technology, noting that this was not all a replacement to therapy or in office counseling, rather a supplement that people can use in between their appointments; that the Los Angeles, Kern, and Mono Counties were approved by the State to push this project forward; that the State thought that it was a great idea to have multi-county collaboration that allowed other counties to join them; therefore, Tri-City conducted a stakeholder process wherein it was decided that Tri-City should join the tech suite project; that in the Fall of 2018, Tri-City joined the collaborative to be able to become a part of the tech suite project; that she was hired in the Fall of 2019 and has been working since then in this innovation project and staff has been moving forward to put out our suite of applications; that part of the process is selecting an app to conduct a pilot; that Tri-City put together focus groups of its wellness advocates to help select the app to pilot and that the Wysa app was selected, a mental wellbeing and wellness app that got overwhelming response from our wellness advocates; that Tri-City is moving forward in piloting the Wysa app; that Tri-City is getting the contract together with CalMHSA, the administrator on the project for the whole collaborative who is working with Wysa to formalize the contract; that after the contract is signed, Tri-City is will move right along to the piloting phase which is expected to begin by the end of the month; that the app piloting will target the TAY population, including our wellness advocates that were in the previous focus group; that other counties will also be piloting apps and Tri-City will also have their feedback and will work together on deciding what apps to use; and that by the Fall, Tri-City is expected to have its apps together and readt for kick-off.

At 4:23 p.m. Commissioner Wray Ryback left the meeting.

➤ Financial Summary

MHSA Projects Manager Barford provided a quick overview of how to read the financial documents.

Diana Acosta, Chief Financial Officer, highlighted the changes that have been made to the plan since the May 8th posting which were the funding estimates for MHSA because in the last few days she had received better estimates and those dollars came in a little higher; thus she updated the MHSA funding on line 2, under Estimated New FY 2020-21 Funding; that the same would go in the next section for FY 2021- 22 on line number two; and that the same thing in the third section on line number two of the funding summary.

F. PUBLIC COMMENT

MHSA Projects Manager Barford announced that it was time for public comment, the opportunity for participant to share comments or ask any questions; and asked participants to raise their hand from the bottom of screen if anyone wished to speak. She then asked JPA Administrator/Clerk Olmos if there were any question or comments submitted. JPA Administrator Olmos indicated there were none submitted.

G. NEXT STEPS

MHSA Projects Manager Barford talked about where do we go from here; that the first step was to repost the Three-Year Plan, which it was and have completed our 30-day public comment period; that the next step was the public hearing, where we are right now; that the next step is to

present the Plan to Tri-City's Governing Board for approval on June 17th, and if approved, then the Plan is submitted to the Mental Health Services Oversight and Accountability Commission, and the Department of Health Care services. She then thanked everyone for joining the meeting today and turned the meeting back to Chair Watson.

H. CLOSE THE PUBLIC HEARING

There being no public comment, Commissioner Stephens moved, and Vice-Chair Henderson seconded, to close the Public Hearing. The motion was carried by the following vote: AYES: Commissioners Reyes, Stephens, Weldon and Williams; Vice-Chair Henderson; and Chair Watson. NOES: None. ABSTAIN: None. ABSENT: Commissioners Gardner, Rodriguez, Ryback, and Villanueva.

DECIDE ON A RECOMMENDATION TO THE GOVERNING BOARD ABOUT THE MHSA THREE-YEAR PROGRAM AND EXPENDITURE PLAN FOR FISCAL YEARS 2020-21, 2021-22, & 2022-23

There being no comment, Commissioner Weldon moved, and Commissioner Reyes seconded, to recommend to the Governing Board to approve the MHSA Three-Year Program and Expenditure Plan For Fiscal Years 2020-21, 2021-22, & 2022-23. The motion was carried by the following vote: AYES: Commissioners Reyes, Stephens, Weldon and Williams; Vice-Chair Henderson; and Chair Watson. NOES: None. ABSTAIN: None. ABSENT: Commissioners Gardner, Rodriguez, Ryback, and Villanueva.

ADJOURNMENT

At 4:34 p.m., on consensus of the Mental Health Commission its Regular Meeting of June 9, 2020 was adjourned. The next Regular Meeting of the Mental Health Commission will be held on Tuesday, July 14, 2020 at 3:30 p.m. via teleconference due to the COVID-19 pandemic.

Micaela P. Olmos, JPA Administrator/Clerk



II. PRESENTATION

A. "RECOVERY MOMENTS" STORY

Staff will introduce Tri-City clients from Clinical and MHSa programs, respectively, to talk about their journey of healing and recovery.

B. REVIEW OF MHC GOALS DURING FISCAL YEAR 2019-20

At its Adjourned Meeting of August 13, 2019, the Mental Health Commission selected three goals for its Members for Fiscal Year 2019-20 as follows:

1. To increase the attendance of Members of the Mental Health Commission to the MHSa community planning process meetings;
2. To have 100% quorum at all of the regularly scheduled meetings of the Mental Health Commission; and
3. To impact disparities in mental health access of culturally diverse groups.

Accordingly, the Mental Health Commission created an Ad Hoc Committee to oversee goal #3; and selected Commissioners were Ethel Gardner, Joan Reyes, Daniel Rodriguez, Wray Ryback, Al Villanueva, and Chair Toni Watson.

C. MHC ESTABLISH ITS PRIORITY TOPICS AND/OR GOALS FOR FISCAL YEAR 2020-21.



**Tri-City Mental Health Authority
MONTHLY STAFF REPORT**

DATE: July 14, 2020

TO: Mental Health Commission of Tri-City Mental Health Authority

FROM: Toni Navarro, LMFT, Executive Director

SUBJECT: Executive Director's Monthly Report

MAY IS MINORITY MENTAL HEALTH AWARENESS MONTH

In May of 2008, the US House of Representative announced July as Bebe Moore Campbell National Minority Mental Health Awareness Month. Bebe Moore Campbell was an author, advocate, co-founder of NAMI Urban Los Angeles and national spokesperson. Minority Mental Health Awareness Month was created to bring awareness to the unique struggles that underrepresented groups face in regard to mental health issues with the goals to improve access to and quality of mental health services and treatment available for persons and communities of color.

Given the events of this time in history, including the global pandemic and the most intentional collective action to address racism in the U.S. in 50 years, this is a particularly salient year for promoting National Minority Mental Health Awareness Month.

Racism, social injustice, and limited access to care contribute to poor mental health outcomes, including suicide, among racial, ethnic and minority populations. In the last decade, serious mental illness among Asian/Pacific Islander American and Latinx adults, and Black Americans of all ages, increased. Also, as compared to 10 years ago, Black American teenagers are now 50% more likely than White teenagers to attempt suicide.

COVID-19 is further and disproportionately impacting the mental health and overall health and wellness of communities of color due in part to long-standing health, economic and educational disparities and because their members represent a significant portion of the essential services workforce.

The focus of Tri-City's Community Capacity Building programming this month is to reduce the stigma of mental health issues and treatment and to encourage the most underrepresented within its three cities to readily seek services when needed. Staff are hosting weekly webinars on a variety of topics that support the diverse needs of our community members, including cultural perspectives in mental health, trauma, and suicide prevention. A Community Connection webinar is scheduled for July 23rd that will focus on what mental health means in different cultures. Tri-City's African-American Family Wellness Advisory Council is also planning a webinar addressing racism and mental health on July 22.

TRI-CITY MENTAL HEALTH IS 60!

On June 22, 1960, Tri-City Mental Health Authority was established, and fiscal year 1960-61 was its first year of operation. Whether you call it a birthday or an anniversary, Tri-City is now in its 60th year of operation!

Although the COVID-19 pandemic has thrown a wrench in the plans that were originally being planned for staff and the public this fiscal year, Tri-City Executive Team is still hoping to provide some celebratory events before the year is done. Moreover, Tri-City is planning to conduct a three-cities wide assessment in order to gain valuable stakeholder and community member feedback as to what is working well and where/what the agency can improve as it moves into its next decade of operation.

COVID-19 OPERATIONS UPDATE

As our agency continues to operate under necessary/required modifications and restrictions due to COVID-19 pandemic, it is imperative that the agency's leadership gather information about the functioning of our system of care and feedback in regards to the staff's experience during this time. This information will not only provide valuable data that can be used for planning, but can also promote authenticity, transparency and trust, as we seek to assess the impact of the modifications on our clients, participants, and staff.

In collaboration with agency leadership, the best practices team has developed some surveys to help identify how we are collectively adapting to these changes and what may need to happen moving forward. A preliminary round of surveys was done in May/June, and based on the results, it was determined that further exploration was needed in certain areas. A second round of surveys began the week of July 6th. A discussion of the outcomes and any proposed operations modifications or adjustments will be presented in September's monthly report.