



## 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

SEPTEMBER 8, 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\\_FOzV0jtZQ1q4eypE\\_xSlGq](https://webinar.ringcentral.com/webinar/register/WN_FOzV0jtZQ1q4eypE_xSlGq)

*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](mailto: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 JULY 14, 2020 MENTAL HEALTH COMMISSION REGULAR MEETING**

### **II. PRESENTATION**

- A. “RECOVERY MOMENTS” STORY
- B. 2020 CENSUS QUESTIONNAIRE
- C. CONTINUATION OF THE MHC ESTABLISHING 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, October 13, 2020 at 3:30 p.m.** via teleconference due to the COVID-19 pandemic.

MICAELA P. OLMOS  
JPA ADMINISTRATOR/CLERK



**MINUTES  
REGULAR MEETING OF THE MENTAL HEALTH COMMISSION**

**JULY 14, 2020 – 3:30 P.M.**

The Mental Health Commission met in a Regular Meeting on Tuesday, June 9, 2020 at 3:37 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** Vice-Chair Henderson called the meeting to order at 3:37 p.m.

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

**PRESENT:** Toni L. Watson, Chair (arrived at 3:40 pm)  
Anne Henderson, Vice-Chair  
Carolyn Cockrell, Governing Board Member Liaison  
Joan M. Reyes  
Twila L. Stephens  
David J. Weldon

**ABSENT:** Ethel Gardner  
Daniel Rodriguez  
Wray Ryback  
Alfonso "Al" Villanueva  
Davetta Williams

**STAFF:** Toni Navarro, Executive Director  
Rimmi Hundal, Director of MHSA and Ethnic Services  
Angela Igrisan, Chief Clinical Officer  
Mica Olmos, JPA Administrator/Clerk

**REGULAR BUSINESS**

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

There being no comment, Chair Watson, and Commissioner Weldon seconded, to approve the Minutes of the June 9, 2020 Mental Health Commission Regular Meeting. The motion was carried by the following vote: AYES: Commissioners Reyes, Stephens, and Weldon; Vice-Chair Henderson; and Chair Watson. NOES: None. ABSTAIN: Governing Board Member Liaison Cockrell. ABSENT: Commissioners Gardner, Rodriguez, Ryback, Villanueva, and Williams.

**II. PRESENTATION**

A. "RECOVERY MOMENTS" STORY

**AGENDA ITEM NO. I**

Chief Clinical Officer Igrisan stated that she believed the recovery story is us because we are all here on the video screen or on the phone; that we have persevered through this and we are 'keeping calm and carrying on' and there is a lot to be said for that; that we are taking care of ourselves, taking care of each other, and meeting our needs the best way we can; and we will celebrate Tri-City's 60th birthday.

Director of MHSA & Ethnic Services Hundal reported that staff just wrapped up the summer camp which for the first time it was held virtually; that the craft supplies were delivered to the participants on a weekly basis; pointing out that a family that had recently moved to California from out of state, did not know anybody and the family child enrolled in our summer camp and was able to make other friends, learned healthy coping skills, and will continue to come to the wellness center and enjoy the services.

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

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.

Executive Director Navarro asked the Commission to look back and see what we were able to accomplish in the six months that we were able to operate traditionally and review the Commission goals for last fiscal year.

Chair Watson reported that Commission attendance did increase in stakeholder meetings and that most of the Commission meetings had a quorum. Executive Director Navarro concurred with Chair Watson's comment, noting that the Commission had met its goal because the Commission was well represented in all the stakeholder meetings and the Commission meetings had a quorum; expressed appreciation for the Commissioners' participation in the community meetings, and said that this goal was a success.

Commissioner Reyes then spoke about the Commission's 3rd goal, and reported that the Commission had only one outreach event in February for black history month, then COVID came along; therefore, she was not sure when the Commission can move forward, and recommended to having this same goal for next year.

Chair Watson spoke about having to complete a survey about mental health advocacy in the jails from the California Behavioral Health Planning Council. JPA Administrator/Clerk Olmos stated that she had forwarded the information to Executive Director Navarro and she will follow up.

Executive Director Navarro explained that the responsibility of service in jails is of the LA County Department of Mental Health; that Tri-City crisis support team and ATC (Access To Care) work in coordination with the Pomona Mental Health Court and collaborate with the LA Department of Mental Health representative on cases that are heard out of Pomona Superior Court and are residents of the three cities; that Tri-City works very closely with them to provide the services for those persons who are going to be required to seek mental health treatment in lieu of jail time.

She also stated that she will follow-up on the survey and will set a presentation to the Commission regarding what we do with those in our three cities who have found themselves facing the law enforcement and the courts.

At 3:54 p.m. Chair Tony Watson left the meeting.

Commissioner Reyes stated that the Commission should broaden its outreach to include the Native Americans since there are 265 Native Americans residing in the City of La Verne.

Executive Director Navarro stated that the event held in February was very successful for the Commission; and unfortunately as mentioned before, COVID shut us down for the remainder of the year; nevertheless, that the first goal was fully met and the second goal was met as best as could be expected under the circumstances. JPA Administrator/Clerk reported that the same commissioners continue to be absent; and those that in the past were always in attendance, continue to attend the meetings faithfully.

Executive Director Navarro stated that COVID is affecting all of us differently and is really interfering with just the way we are used to doing our lives and our business; however, it seems to be the same Commissioners that miss meetings, and inquired if the Commission wished to form an AdHoc Committee to reach out to those MHC Members or if it was preferable that Tri-City staff handles it.

Vice-Chair Henderson indicated that it is important to find out the reason they are not attending Commission meetings because it might be that they are having technical problems. JPA Administrator/Clerk Olmos stated that the Commission had established that Commissioners had to notify us when they were not able to attend; and that she had not received any notifications regarding any issues that resulted in their inability to attend.

Executive Director Navarro stated that one of the goals to work on is the communication between the Commission and the Clerk, and this can be discussed for future goals about the follow-up with those Commissioners who we have not heard from lately.

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

Vice-Chair Henderson stated that the first thing to put on its priority topics or goals for next fiscal year will be working with the Commissioners that have not been able to attend meetings, and encourage them to attend. Executive Director Navarro added that we can also assess the technological needs of those Commissioners who have not been attending meetings.

Vice-Chair Henderson inquired if the topic of disparities in mental health access for our culturally diverse groups had been discussed by the Mayor's public task force.

Executive Director Navarro stated that she is in the Committee on Health and Wellness and it has not exactly gotten to the disparities part of it yet; that they are still in the crisis critical action for all of Pomona and concerned about interfacing with the Basic Needs Committee and the Housing and Educational Committees; that housing is part of the basic needs; that they will be merging with Pomona's Promise which is one of the current priority discussion.

Director of MHSA & Ethnic Services Hundal reported that the Basic Needs Committee had not discussed disparities yet because they are currently focusing on the very basic needs, such as food drives; that they will focus next on housing rights because many citizens are unable to pay their rent and are at risk of eviction, trying to figure out their rights versus the landlord's rights; that on the City of Pomona's website all the local emergency phone numbers are listed for any kind of help needed such as medical services, mental health services, food services, and housing rights.

Executive Director Navarro suggested that perhaps a goal might be some kind of campaign or outreach around mental health access disparities.

Chief Clinical Office Igrisan stated that we just learned that half of Pomona are recipients of Medi-Cal; that staff formed an African-American Family Wellness Advisory Committee to the clinical department and is expanding to advise all of Tri-City; and discussed what staff had been working on treatment options for people of color and who do not have any other avenue to express what they need.

Director of MHSA & Ethnic Services Hundal said that at the Cultural Inclusion and Diversity Committee Meeting, a subcommittee was formed for the Latino community in our community and named themselves "Adelante", a word in Spanish meaning moving forward, and staff is currently recruiting committee members.

Chief Clinical Officer Igrisan added that staff is already seeing our numbers increase and, by the very nature of who we are at Tri-City, we are going to serve people who are disproportionately affected by both COVID and racial disparities; therefore, everything we do has to be informed and culturally in a space of humility, and that our environments are welcoming to people; and staff is developing a plan to have a clear curriculum on how can we tailor a treatment compounding racism and COVID with mental health issues.

Vice-Chair Henderson recommended to extend last year's goal number three regarding impacting disparities in mental health access of culturally diverse groups, and add details at the next meeting. Commissioner Reyes concurred with Vice-Chair Henderson.

Executive Director Navarro stated that she is hearing that we've got some groups happening at Tri-City that is community focused, not just internally focused, and would really welcome and extend encouragement to Commission Members to be parts of those groups.

Discussion ensued regarding the Native American population and how to reach out to them, and the possible contacts available.

### **III. EXECUTIVE DIRECTOR REPORT**

Executive Director Navarro announced that we have officially began our 60th year, and expressed being excited and proud for all that the agency has accomplished in the 12 years that she has been employed by Tri-City; that it has been a consistent positive and important part of the safety net of the three cities for 60 years and that she looks forward to moving forward from here to be even stronger as our whole country, and more locally, we move out of COVID and get to wherever we are going to get to in the next year; discussed some of the celebration plans pre-COVID and post COVID; that staff is trying to figure out how to make Tri-City much more of a household name for everyone in the three cities, thus, staff will work on a community evaluation to obtain data and facts about how they see Tri-City, and set the tone and the road for us for our next decade. She

the reported that we are having lots of community chats and connection, and having good participation during mental health month; and discussed data regarding mental health conditions, treatment and diagnoses for black Americans, Latin X, and Asian-American.

### **COMMISSION ITEMS AND REPORTS**

Commissioner Reyes inquired if Tri-City can allow the Red Cross to host a blood drive in the room where the Commission holds its meetings. Executive Director Navarro replied in the affirmative and will reach out to the Red Cross to find out what their requirements would be and if our facilities are adequate.

Executive Director Navarro stated that an upside to COVID is that we are recruiting and attracting quality staff so we are off to a strong start this new fiscal year; that the governor of California and the legislature did agree to backfill County Behavioral Health with some extra dollars that they might have lost in the transition going from onsite to tele-health; that Tri-City will be able to recoup money and that our budget is strong.

### **PUBLIC COMMENT**

There was no public comment.

### **ADJOURNMENT**

At 4:35 p.m., on consensus of the Mental Health Commission its Regular Meeting of July 14, 2020 was adjourned. The Mental Health Commission is dark during the month of August, and its next Regular Meeting will be held on Tuesday, September 8, 2020 at 3:30 p.m. via teleconference due to the COVID-19 pandemic.

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Micaela P. Olmos, JPA Administrator/Clerk



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## **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. 2020 CENSUS QUESTIONNAIRE**

Patricia Duff Tucker, Partnership Specialist (African-American/Black), Los Angeles Regional Office, U.S. Census Bureau, will discuss the 2020 Census Questionnaire.

### **C. CONTINUATION OF THE MHC ESTABLISHING ITS PRIORITY TOPICS AND/OR GOALS FOR FISCAL YEAR 2020-21.**

At its Regular Meeting of July 14, 2020, the MHC recommended to discuss the proposed following goals:

1. To have 100% quorum at all of the regularly scheduled meetings of the Mental Health Commission; and
2. To impact disparities in mental health access of culturally diverse groups.





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

**DATE:** September 8, 2020  
**TO:** Mental Health Commission of Tri-City Mental Health Authority  
**FROM:** Toni Navarro, LMFT, Executive Director  
**SUBJECT:** Executive Director's Monthly Report

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**COVID-19 OPERATIONS UPDATE**

Based on current data from County and State officials, and the best interest for the health and safety of Tri-City's clients, participants and staff, the Executive Team announced to staff in August that the Agency's current mode of modified operations will continue until the end of the year. Since August, most programs are rotating staff in the office each week, while others such as Navigators, program support/front desk, and the Medication Support and Intensive Outreach and Engagement Team are present daily. When at the office, staff have more space to spread out, are working in office space that has been equipped with safety barriers, and are supplied ample Personal Protective Equipment (PPE).

As reported in July, the Best Practices team (BP) conducted a second survey with staff the results were presented to leadership and staff in August. The Staff Survey Summary is attached here.

The survey for Tri-City's clients and participants did not include a large number of responses. Survey results from those who did respond demonstrated the questions were too broad and in order to do effective planning, more detail was required. As a result, BP is circling back to clients/participants while also assessing internet and/or WiFi and/or privacy equipment (such as headsets) are something that clients need as Tri-City's modified telehealth operations continue through at least the first month of 2021.

Finally, BP will be convening a quality improvement subcommittee that will include interested staff from across programs and locations that will assist in ongoing review, evaluation, and planning of Tri-City's telehealth model, video platform, and interface with the Agency's electronic health record.

**CULTURAL INCLUSION AND DIVERSITY COMMITTEE (CIDC), AGENCY ADVISORY COUNCILS, AND TRI-CITY'S CULTURAL COMPETENCY PLAN**

Unfortunately, COVID-19 has not been the only stressor and/or nationwide crisis our staff, clients/participants, and local community members have been facing this Summer.

**Mental Health Commission of Tri-City Mental Health**  
**Monthly Staff Report of Toni Navarro**  
**September 8, 2020**  
**Page 2**

Many are significantly impacted by the growing racial tensions and the ongoing protests taking place in response to the horrific and recurring incidents of violence and murder that are notably and disproportionately directed at people of color and their allies.

In response, Tri-City's CIDC, it's African American Family Wellness Advisory Council (AAFWAC) and the Mental Health Services Act (MHSA) Prevention and Early Intervention (PEI) staff have put forth various webinars and posted numerous info sheets on Tri-City's website that address the issue of racism's impact on mental health.

The growing success of the AAFWAC prompted Tri-City's MHSA & Ethnic Services Director to also convene a Latino and Hispanic Advisory Council and an LGBTQ+ Advisory Council. Both of these new councils we begin later in September. Flyers and information regarding all three of the advisory councils is posted on Tri-City's website and has been sent out to numerous partners and stakeholders throughout the three cities, the staff and now to the Mental Health Commission in an attempt to gather more participation and membership.

December 31, 2020 is the deadline for Tri-City to present its updated Cultural Competency Plan to the State Department of Health Care Services. This Plan is required of all county behavioral health/mental health agencies that receive Federal funds and is revised every 3-5 years. Similar to the MHSA Plan completed each year, stakeholder and staff participation in the form of meetings and/or focus groups is required when updating the Cultural Competency Plan. Tri-City looks forward to the Commissioners participation and input.

In order to inform the community, set the tone, and create interest for helping Tri-City to revise its Cultural Competency Plan, Tri-City has invited Dr. Jei Africa to conduct a webinar on the topic of Implicit Bias, Racism and Impact on Mental Health. Dr. Africa is the Director of Marin County Behavioral Health and a nationally recognized expert on the topic of racial equity and social justice in relation to mental health. Flyer to be distributed electronically on day of the Commission meeting.

Attachments

*Attachment III-A: Staff Summary - Workforce COVID-19 Modified Operations Survey*

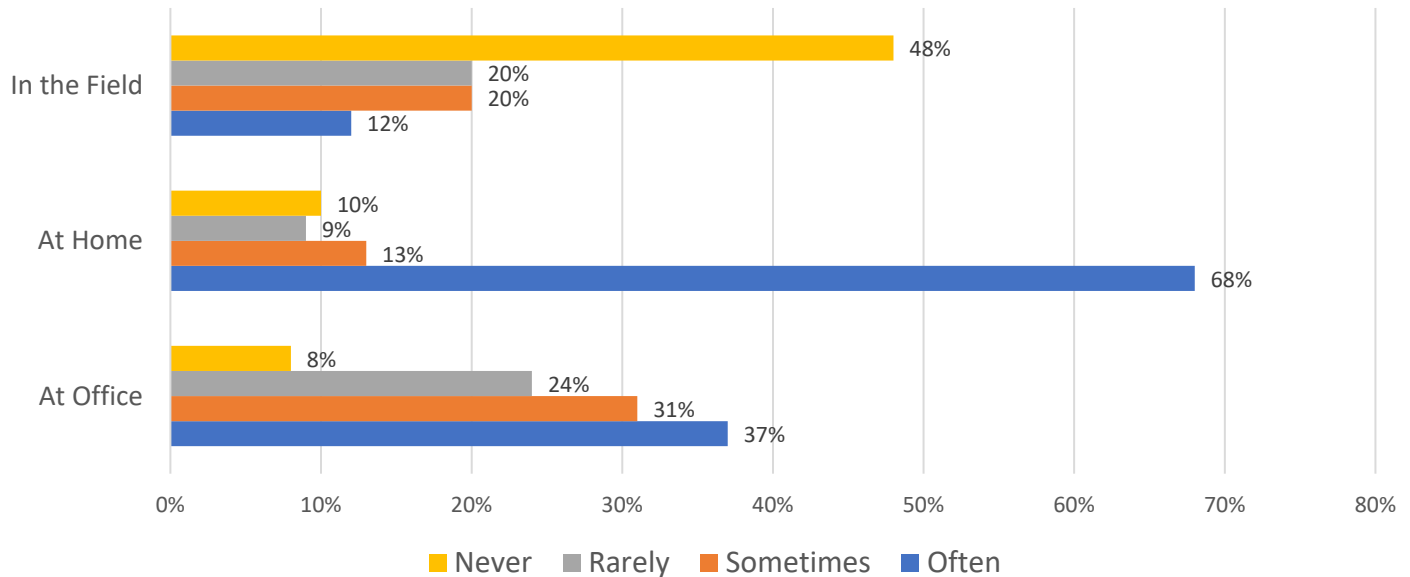
# Workforce COVID-19 Modified Operations Survey

July, 2020

## Staff Summary Report

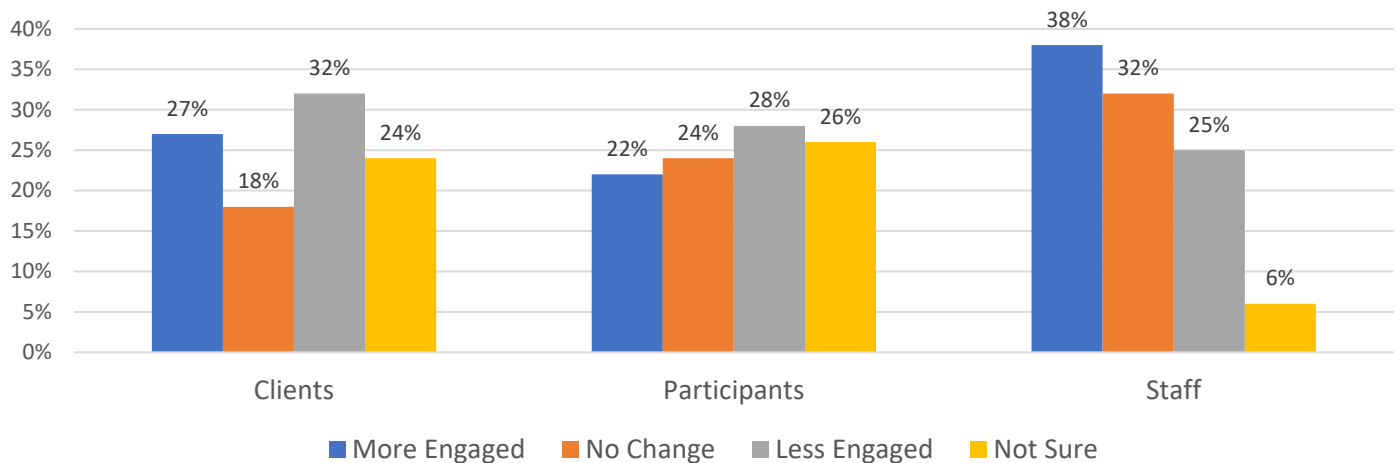
There were 161 employee participants out of 202 employees, resulting in an 80% response rate

### A. How frequently do you currently perform your duties in the following locations?

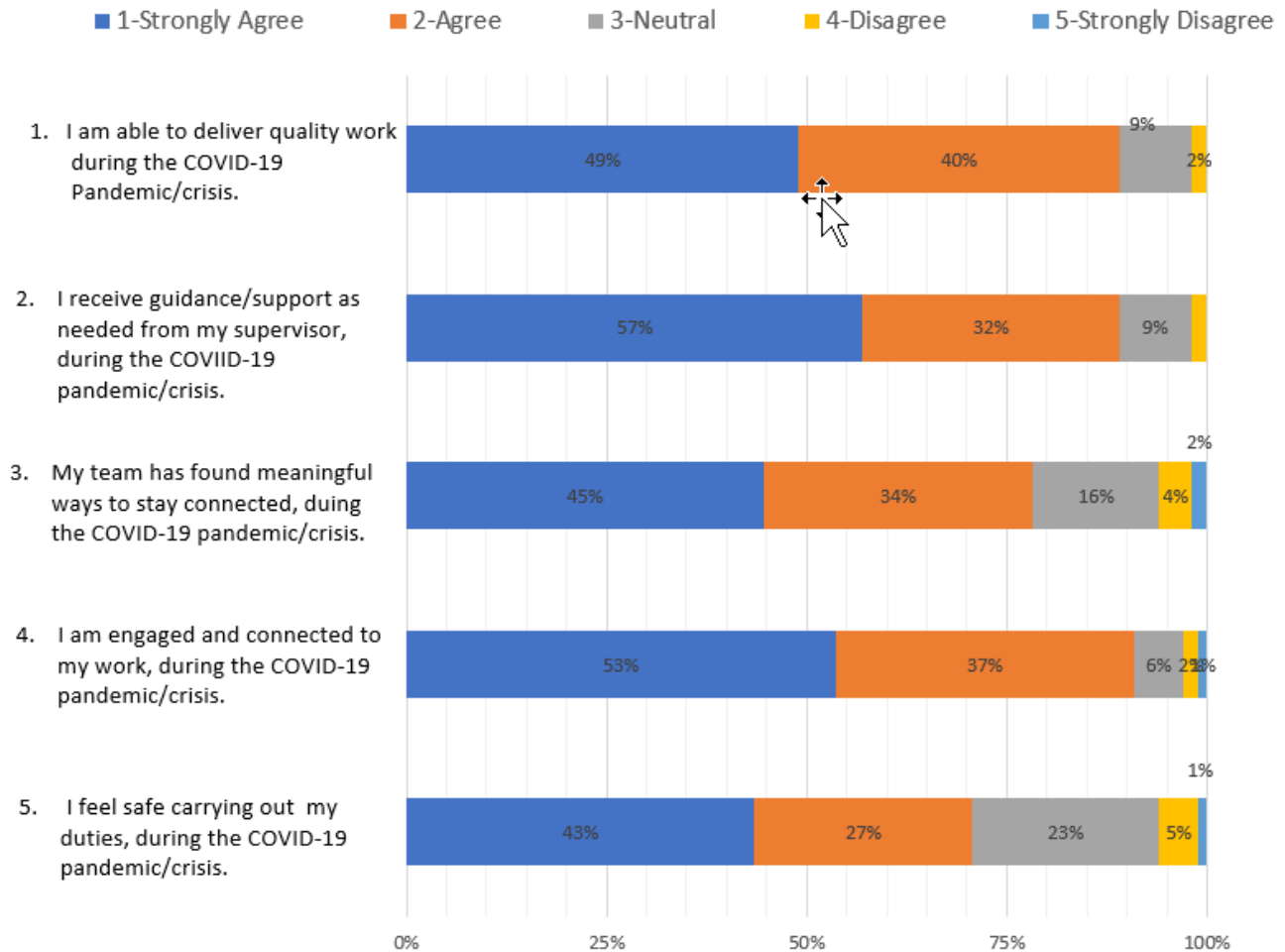


- **68%** of employee respondents reported that they often perform their duties at home.
- **37%** of employee respondents reported that they often perform their duties at the office.
- **19%** of employee respondents reported that they never (10%) or rarely (9%) work at home.
- **12%** of employee respondents reported that they often work in the field.

### B. Do you feel that clients/participants/staff are more or less engaged during the COVID pandemic/crisis?

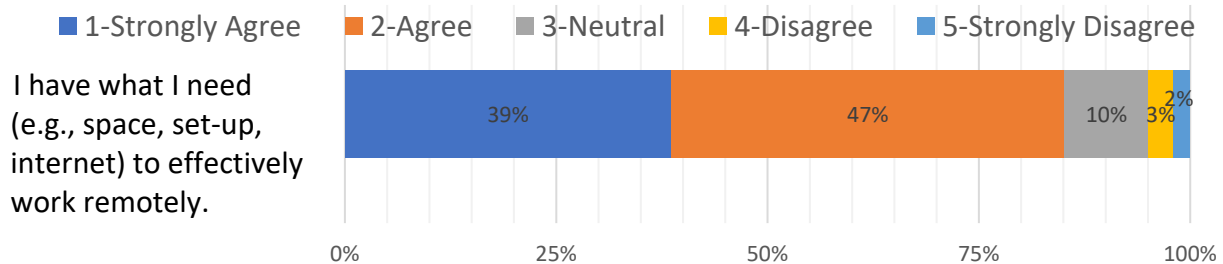


**C. Please rate your agreement with the following statements:**



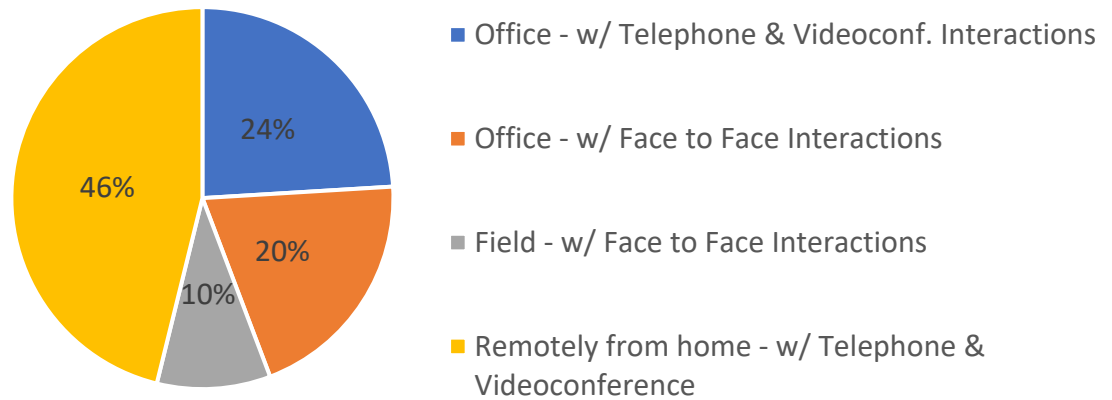
- **90%** of employee respondents reported agreement with the statement: “I am engaged and connected to my work, during the COVID-19 pandemic/crisis”.
- **89%** of employee respondents reported agreement with the statement “I receive guidance/support as needed from my supervisor, during the COVID-19 pandemic/crisis”.

**D. Please complete this question if you have worked remotely during the COVID-19 pandemic/crisis.**



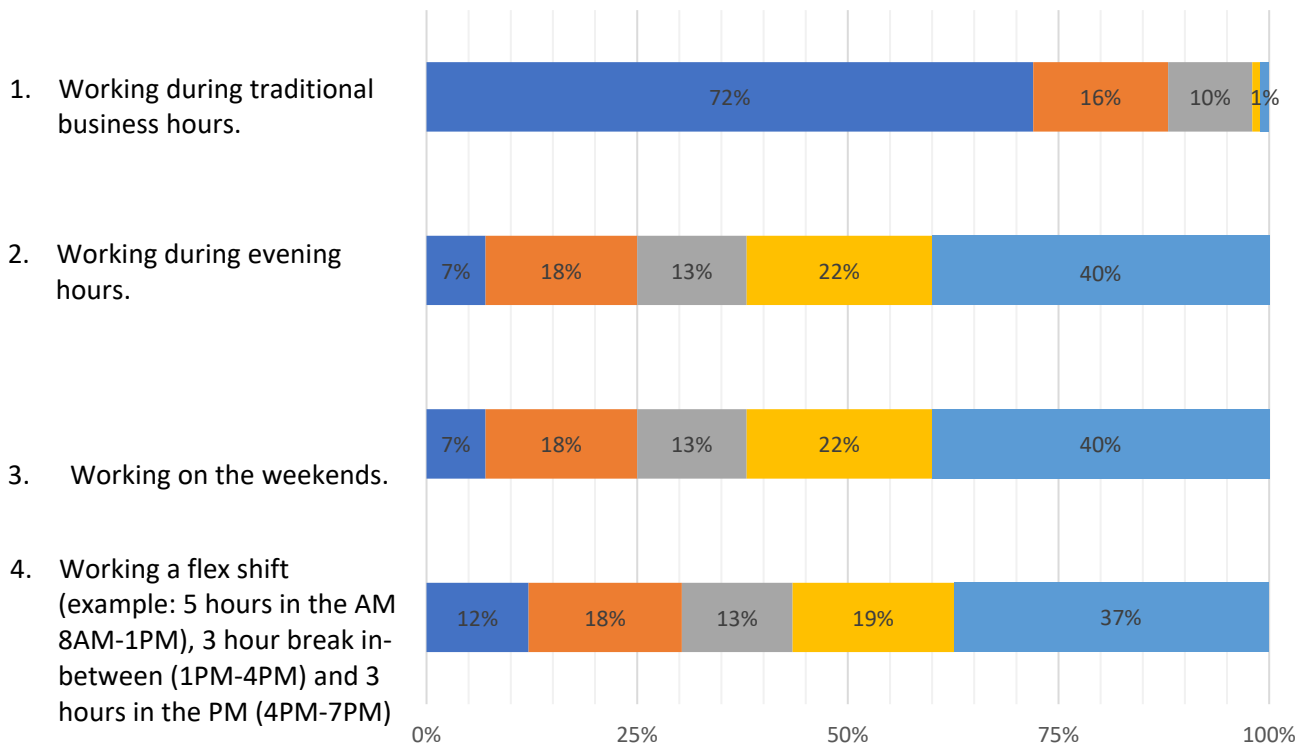
- Of those who worked remotely, **86%** of employee respondents reported agreement with the statement: “I have what I need (i.e., space, set-up, internet) to effectively work remotely”.

E. In thinking about resuming more typical agency operations in the future, please answer the following: If given the option, how would you want to arrange your work schedule? Please provide a % for each of the following options. The total must equal 100%. If the option doesn't apply, enter 0.



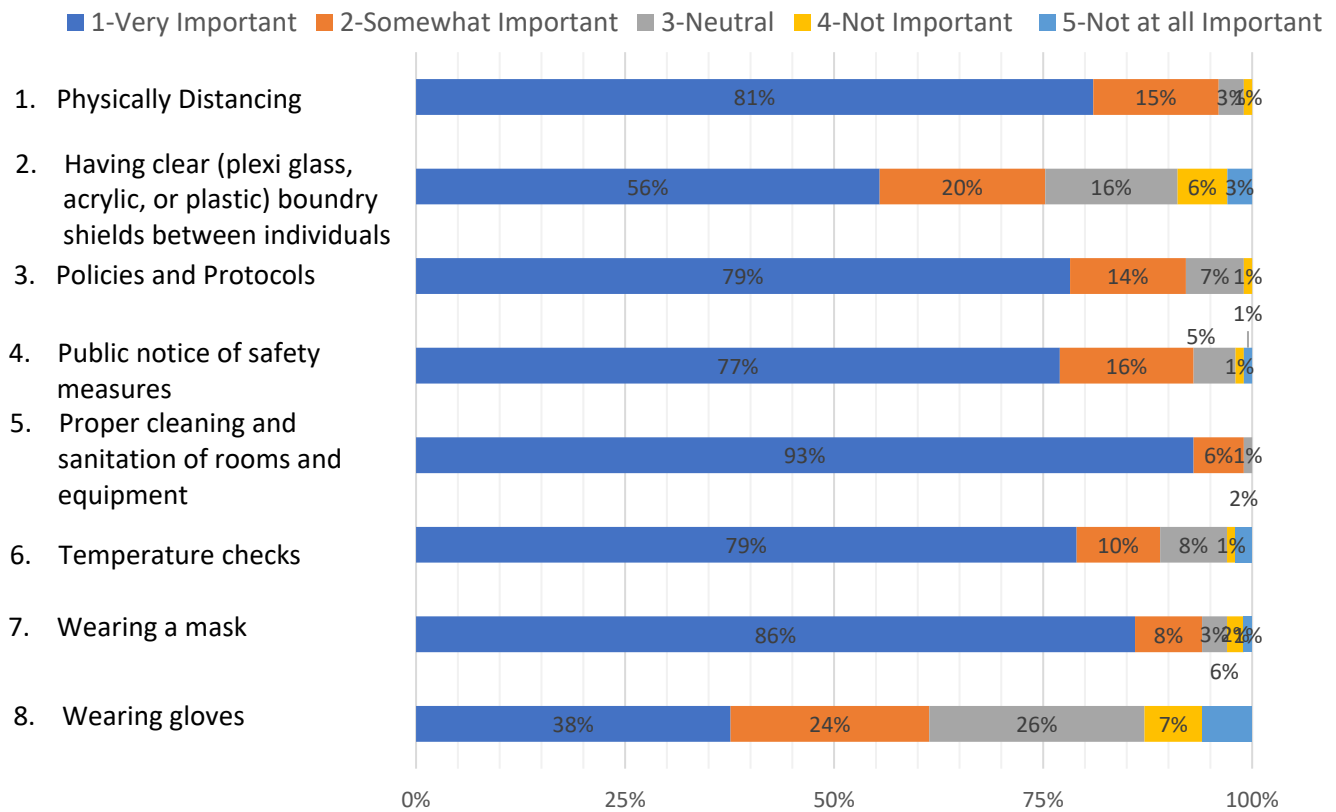
F. If given the option, how interested would you be in the following work scheduling possibilities (as a way to meet your work/life scheduling needs):

1-Very Interested 2-Somewhat Interested 3-Neutral 4-Not Interested 5-Not at All Interested



- Schedule: **88%** of employee respondents reported being very or somewhat interested in working during traditional business hours.

## G. How important are the following to you, when working in the office and/or field?



- Employee respondents reported that the three most important when working in the office/field: 1: Proper cleaning and sanitation (**99%**) 2: Physically distancing (**96%**) 3: Wearing a mask (**94%**)

## H. Open Ended Comments Summary

### 1. How have your work duties changed during the COVID-19 pandemic/crisis?

- 44** employee respondents had comments that were categorized in the theme: Work duties have changed generally, due to **REMOTE WORK and TELEPHONE & VIDEO INTERACTIONS**.
- 33** employee respondents had comments that were categorized in the theme: Work duties have changed, as they have **INCREASED**.
- 20** employee respondents had comments that were categorized in the theme: Work duties have changed, as they are more **CHALLENGING**.
- 23** employee respondents had comments that were categorized in the theme: Work duties have **NOT CHANGED**.
- 11** employee respondents had comments that were categorized in the theme: **VARIOUS** or **UNGROUPED**.
- 4** employee respondents had comments that were categorized in the theme: Work duties have changed, in a **POSITIVE** way.

2. Any suggestions for how the organization can better support you, while working remotely? *Only those working remotely were asked to answer this question.*

- 14 employee respondents had comments that were categorized in the theme: Support needed with **EQUIPMENT** and **SUPPLIES**, while working remotely.
- 10 employee respondents had comments that were categorized in the theme: **VARIOUS** or **UNGROUPED** - regarding needing support, while working remotely.
- 7 employee respondents had comments that were categorized in the theme: Feel **POSITIVE ABOUT CURRENT SUPPORT** received, while working remotely.
- 3 employee respondents had comments that were categorized in the theme: Support needed by being allowed to **CONTINUE WORKING REMOTELY**.
- 22 employee respondents had comments that were categorized in the theme: **NO, NONE** or **N/A** - regarding needing support, while working remotely.

3. Any suggestions on how the agency could best support you in transitioning back to the office?

- 30 employee respondents had comments that were categorized in the theme: **SAFETY PRECAUTIONS** would best support transition back to office.
- 13 employee respondents had comments that were categorized in the theme: **A GRADUAL TRANSITION/TRANSITION PLAN** would best support transition back to office.
- 8 employee respondents had comments that were categorized in the theme: **CLEAR EXPECTATIONS, INSTRUCTIONS, & GUIDANCE** would best support transition back to office.
- 7 employee respondents had comments that were categorized in the theme: **NOT READY/DON'T FEEL SAFE/COMFORTABLE** to transition back to office.
- 4 employee respondents had comments that were categorized in the theme: **FLEXIBILITY & CONSIDERATION OF CHILD CARE NEEDS** would best support transition back to office.
- 5 employee respondents had comments that were categorized in the theme: **CONSIDERATIONS of WORK SCHEDULES** would best supporting transition back to office.
- 4 employee respondents had comments that were categorized in the theme: **VARIOUS** or **UNGROUPED**.
- 13 employee respondents had comments that were categorized in the theme: **UNSURE, NONE, or N/A**