



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

NOVEMBER 10, 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_apgO7mUCTHKdb_Rn_rHo6w

Or you may call: 1(213) 250- 5700 or 1(650) 242-4929

Webinar ID: 148 602 6403

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
Wray Ryback
Twila L. Stephens

Alfonso Villanueva
David J. Weldon
Davetta Williams

REGULAR BUSINESS

- I. **APPROVAL OF MINUTES FROM THE OCTOBER 13, 2020 MENTAL HEALTH COMMISSION REGULAR MEETING**
- II. **PRESENTATION**
 - A. “RECOVERY MOMENTS” STORY
 - B. TRI-CITY’S PARTICIPATION IN POMONA VISION 2030: A PLANNING INITIATIVE FUNDED BY THE BALLMER GROUP
- 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 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 Mental Health Commission will meet next in a Regular Joint Meeting with the Governing Board to be held on **Wednesday, December 16, 2020 at 5:00 p.m.** via teleconference due to the COVID-19 pandemic.

MICAELA P. OLMOS
JPA ADMINISTRATOR/CLERK



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

OCTOBER 13, 2020 – 3:30 P.M.

The Mental Health Commission met in a Regular Meeting on Tuesday, October 13, 2020 at 3:35 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 3:35 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
Twila L. Stephens
Alfonso "Al" Villanueva
David J. Weldon

ABSENT: Carolyn Cockrell, GB Member Liaison
Ethel Gardner
Wray Ryback
Davetta Williams

STAFF: Rimmi Hundal, Director of MHSA and Ethnic Services
Mica Olmos, JPA Administrator/Clerk
Jennifer Phang, MHSA Wellbeing Supervisor
Hannah Sprague, Communications Coordinator

REGULAR BUSINESS

I. APPROVAL OF MINUTES FROM THE JULY 14, 2020 MENTAL HEALTH COMMISSION REGULAR MEETING

There being no comment, Commissioner Reyes, and Vice-Chair Henderson seconded, to approve the Minutes of the July 14, 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: Commissioner Villanueva. ABSENT: Board Member Liaison Cockrell; Commissioners Gardner, Ryback, and Williams.

II. PRESENTATION

A. "RECOVERY MOMENTS" STORY
There was no comment.

AGENDA ITEM NO. I

B. STATE-REQUIRED CULTURAL COMPETENCY PLAN UPDATE AND PROCESS

Director of MHS and Ethnic Services Hundal stated that Tri-City Mental Health Authority is considered a County in the State of California for the purposes of mental health services; that any governmental agency that receives Medi-Cal and Medicare, are mandated to have its own Cultural Competency Plan; that Tri-City created and submitted a Plan to the State 10 years ago and it is time again to do another plan; that her job is to make sure that Tri-City is providing culturally relevant services to the consumers that we are serving, especially the unserved and underserved populations and our three cities; and explained the process for writing the Plan.

C. INTRODUCTION AND ROLE OF TRI-CITY'S CULTURE, INCLUSION AND DIVERSITY COMMITTEE AND ITS 3 NEW COMMUNITYWIDE ADVISORY COUNCILS

Jennifer Phang, MHS Wellbeing Supervisor, and Committee Chair, stated that Tri-City's Culture, Inclusion and Diversity Committee (CIDC) was created and developed since 2017; that CIDC's mission is to focus on the disparities in access, quality and behavioral health when it comes to outcomes, as well as the ongoing enhancement and transformation of the personal professional growth within our agency; looking at staff development, and focusing on our underserved and unserved communities and populations such as BIPOC (Black, Indigenous and People of Color), LGBTQ+, and communities disproportionately impacted by COVID-19 pandemic and systemic racism. She then stated that the CIDC is represented by over 20 different departments within our system of care which goal is to have an integrated, safe place for people to come together and meet and have an ongoing dialogue and discussion about addressing specific issues; talked about when and how often they meet, and the discussions about addressing cultural relevant issues that are brought up in meetings, with clients, or within their departments, related to how staff can intertwine with our underserved communities specifically focused BIPOC and LGBTQ+ communities within the three cities of Pomona, La Verne and Claremont; discussed what CIDC has accomplished in the last three and a half years, such as education and training through various avenues and platforms, Relias trainings, webinars, external conferences, lunch & learns, community activities and events, formal in-house trainings, outside trainers who have specializations in microaggressions and implicit bias, and BIPOC and LGBTQ+ mental health resources guides, and staff newsletters. She then talked about Tri-City's Call to Action that will be accomplished in the next three years which will focus on what it is happening internally and with our communities, including Tri-City's Cultural Plan, and the creation of community focused Advisory Councils.

Hannah Sprague, Communications Coordinator, and CIDC Vice-Chair, stated that Advisory Councils play a crucial part of Tri-City's Call to Action; that it is embedded within Tri-City's mission and objectives as a whole; that three advisory councils have been launched, the African-American, ¡Adelante! -Latin X and Hispanic-, and LGBTQ+, focusing on targeted underserved and unserved communities in Pomona, La Verne, and Claremont, to help augment Tri-City's ability to increase access to care and provide staff with a better ability to reach and engage; that the crucial piece throughout our delivery of services will be how to integrate holistically, while respecting the culture, heritage, spirituality, language, and diverse beliefs that people are bringing wherever they coming into our system of care; and noted that these advisory councils are now open for consumers, clients, mental health advocates, family members, and caregivers, community members, and residents to participate, and discussed the meeting times and dates of each Advisory Council. She then shared the Advisory Council Goals: to empower local community members and communities to share their voices, knowledge, and their collective

wisdom and experiences so we can work together to improve mental health needs as they identify within their community; to strengthen these partnerships with local organizations and agencies, to augment our care and to connect people; to improve community access to public meetings via virtual platforms; to provide cultural and behavioral health trainings for staff and community members; to develop and improve culturally competent and linguistic appropriate services; to reduce mental health stigma and each of these communities; and to increase awareness of and access to mental health resources. She then said that the CIDC 3-Year Project Plan included creating additional councils for underserved and unserved communities, including Asian-American and Pacific Islander (AAPI), Transition Age Youth (TAY), older adults, and Native and Indigenous communities; to support linguistic access through appropriate materials and services; outreaching and promoting education in these targeted communities; and to ultimately make sure that Tri-City staff have the capability and ability to properly serve our diverse community. She also shared the contact information for each Advisory Council; and announced that the flyers and events calendar are available on Tri-City's website.

Discussion ensued about cultural competency, having the knowledge to be able to serve different communities by understanding their beliefs, traditions, and where they're coming from; about cultural humility, the act of humbling yourself and acknowledging that you do not know what are an individual's experiences, that you are willing to learn and make it an ongoing commitment to better understand the individual's identity and values to be able to treat someone as a whole individual; about implicit bias; about what microaggressions are; about how outcomes are measured; and about how the success of goals are measured.

Commissioner Villanueva talked about his personal experience with discrimination and recommended that service providers read a book by Gabor Mate, published about 12 years ago, which explores the new science on addiction and how we deal with the pain of the past. He then thanked and commended staff for going in the direction of a very innovative healing process which people of color have been waiting for, which is this type of inclusionary and cultural competency work; he also indicated that he is involved in the GRA group, and commended Mark and Rosie for being excellent facilitators; and noted that persons with lived experiences, like him, are the most effective service providers in the program.

Director of MHSA and Ethnic Services Hundal thanked Jennifer Phang and Hannah Sprague for a great presentation; invited everyone to join any of the meetings; and shared that with the various committees, different book clubs are reading different books depending on the community; noted that they read Gabor Mate's book five years ago; and that Tri-City will continue to encourage new staff members read the book as well.

Discussion ensued regarding outreaching, advertising, and promoting Tri-City's information.

D. 2020 DATA NOTEBOOK ON THE ISSUE OF "TELEHEALTH"

Director of MHSA and Ethnic Services Hundal reported that every year the California Behavioral Health Planning Council surveys how the counties are providing services, and they ask the mental health commission to take the lead in providing the information; that this year's Data Notebook topic is Telehealth, regarding how effective was telehealth in delivering behavioral health services; that the Data Notebook is due on November 30, 2020; that the Commission will have staff support; and asked the Commissioners to indicate how they would like to proceed.

Commissioner Villanueva and Vice-Chair Henderson volunteered; and Chair Watson and Commissioner Reyes volunteered to co-lead the Data Notebook preparation.

E. MHC ESTABLISHING ITS PRIORITY TOPICS AND/OR GOALS FOR FISCAL YEAR 2020-21

JPA Administrator/Clerk Olmos reported that its July meeting, the Mental Health Commission discussed briefly the goals that were accomplished last fiscal year, as well as the proposed goals for this fiscal year and had planned to formally established them at its September meeting; that the two goals discussed were: 1) to have 100% quorum at all of the regularly scheduled meetings of the Mental Health Commission; 2) to impact disparities in mental health access of culturally diverse groups; and inquired if goal 3) would be the Data Notebook discussed earlier. There was Mental Health Commission consensus to established these three goals for Fiscal Year 2020-21.

Commissioners Villanueva, Weldon, and Reyes volunteered to form an Ad Hoc Committee to take the lead to accomplish Goal No. 2. Chair Watson stated she will serve in the Ad Hoc Committee only if both Commissioners Ryback and Gardner do not volunteer to serve in the Ad Hoc Committee.

III. EXECUTIVE DIRECTOR REPORT

Director of MHSA & Ethnic Services Hundal reported, on behalf of Executive Director Navarro, that staff conducted a survey of Tri-City clients; that those that participated in the survey indicated that overall 75% to 85% were pleased with their Telehealth services and perceive their care to be as good and or progressing as well as it was prior to COVID-19 changes; that Best Practices is in the process of preparing a report and Executive Director Navarro will present that report to the Commission; that Tri-City is celebrating its 60th Anniversary and Executive Director Navarro will take a proposal to the Governing Board to hire a consultant to assist staff on reevaluating Tri-City goals, mission and vision for the next 10 years.

COMMISSION ITEMS AND REPORTS

There were no Commission reports.

PUBLIC COMMENT

There was no public comment.

ADJOURNMENT

At 4:55 p.m., on consensus of the Mental Health Commission its Regular Meeting of October 13, 2020 was adjourned. The next Regular Meeting of the Mental Health Commission will be held on Tuesday, November 10, 2020 at 3:30 p.m. via teleconference due to the COVID-19 pandemic.



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. TRI-CITY'S PARTICIPATION IN POMONA VISION 2030: A PLANNING INITIATIVE FUNDED BY THE BALLMER GROUP

Presenters: Toni Navarro, Executive Director
Gamaliel Polanco, Wellness Center Manager
Rocio Bedoy, Best Practices Manager



Tri-City Mental Health Authority MONTHLY STAFF REPORT

DATE: November 10, 2020

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

FROM: Toni Navarro, LMFT, Executive Director

SUBJECT: Executive Director's Monthly Report

COVID-19 OPERATIONS UPDATE

Modified operations remain in place. Currently, staff has been informed that modifications will continue through first week of January. However, Executive Team and HR Manager will be assessing rates of transmission and risk over next few weeks and will adjust that timeline as needed. While some programs are operating face-to-face in order to meet the needs of clients and participants, Tri-City has implemented all necessary and required safety protocols to insure staff, as well as the public, feel secure and are protected. Tri-City is pleased to report that despite the surging number of COVID-19 infections throughout the region, the impact to Tri-City's staffing and operations has been very minimal over the past 8 months.

The Executive Team and Tri-City's Human Resources (HR) Manager continue to stay abreast of county and state updates on the guidelines and requirements for safe operations. Early on in the pandemic, Tri-City's Chief of Operations worked with leadership throughout the agency to develop a protocol whereby supervisors, managers, and directors can securely, and always honoring privacy, share about instances of COVID-19 exposure and/or positive testing related to clients/participants to insure: 1) that the agency tracks reported cases to identify trends in our community or at our sites; 2) leadership has the ability to quickly identify and address disinfecting and/or quarantining of staff, or others, across the agency. The system has been very effective. All instances of Tri-City staff exposure or infection not related to workplace are handled confidentially by HR.

UPCOMING WEBINARS AND PRESENTATIONS

Throughout the past several months, Tri-City has hosted and partnered on a variety of webinars, town halls, community chats and even its first Facebook Live event. Within this next month, three more will be added to the list.

- 1) Tuesday, November 10, 2020: Tri-City's African-American Family Wellness Advisory Committee is hosting a webinar titled Mental Health and Wellness in the African-American Community that will include presentations from Tri-City's Medical Director, Dr. Teimoori; Tri-City staff psychiatrist, Dr. Olusola; and psychologist, Dr. Allen Lipscomb, who specializes in complex trauma, and black male grief.

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- 2) Wednesday, November 11, 2020: Tri-City's Executive Director will be moderating a webinar hosted by the Pomona COVID-19 Action Committee's Health and Wellness Subcommittee titled: How to Staying Healthy During the COVID-19 Pandemic and Flu Season. Speakers include the Medical Director of Infectious Disease from Pomona Valley Hospital Medical Center and the Director of Behavioral Health and a Registered Dietician Nutritionist, both from East Valley Community Health Center.
- 3) Tuesday, December 1, 2020: Tri-City will present a "information night" conducted in a town hall format that will include Tri-City Directors giving updates to the community as to how Tri-City operations were impacted by COVID-19 and its restrictions, and how the agency has responded, adapted, modified its service delivery and continues to serve its clients, participants, their families and the communities of the three cities. Each Director will speak for 5-7 minutes and then questions from the public will be answered as they come in.

HOUSING DIVISION UPDATE

In late-October, Tri-City began providing support to Pomona renter's seeking rental assistance as part of the City of Pomona's effort to distribute funds received for that purpose. Tri-City entered into a contract that will provide Tri-City up to \$25,000 over net several months as it receives referrals and helps Pomona residents complete a qualifying and application process. The Housing Division Manager will provide the Commission with a full reporting of the process and residents served to date during the November 10th meeting.