



**MINUTES  
REGULAR MEETING OF THE  
MENTAL HEALTH COMMISSION  
MARCH 13, 2018 – 3:30 P.M.**

The Mental Health Commission met in a regular meeting on Tuesday, March 13, 2018 at 3:36 p.m. in the Administration Building, 1717 N. Indian Hill Blvd. # B, Claremont, California.

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

**ROLL CALL** A visual roll call was taken.

**PRESENT:** Donald R. Perez, Vice-Chair  
Arny Bloom  
Cheryl Berezny  
Rubio R. Gonzalez  
Anne Henderson  
Twila L. Stephens  
Alfonso "Al" Villanueva  
Davetta Williams

**ABSENT:** Toni L. Watson, Chair

**STAFF:** Toni Navarro, Executive Director  
Rimmi Hundal, Director of MHSA and Ethnic Services  
Natalie Majors, Manager of Best Practices  
Keri Zehm, Programs/Outcome Analyst Supervisor  
Dana Barford, MHSA Projects Manager  
Kally Russell, Administrative Assistant

**I. APPROVAL OF MINUTES FROM THE FEBRUARY 13, 2018 MENTAL HEALTH COMMISSION MEETING**

Due to JPA Administrator/Clerk's absence, Minutes from February will be approved with this meeting's minutes in April.

**II. PRESENTATION**

**PERFORMANCE MEASURES AND OUTCOMES: HOW TRI-CITY IS MEASURING SUCCESS AND PREPARING FOR 2020**

Executive Director Navarro spoke about what is coming up on the radar regarding performance measures and outcomes. Things are changing to value based measures. Best Practices is here to present how Tri-City staff is measuring success.

Natalie Majors, Manager of Best Practices introduced Keri Zehm to present. Keri Zehm, Program/Outcome Analyst Supervisor spoke about how data is exciting. In preparation for 2020 the focus is on quality client care. The focus will be on the clients, which Tri-City has been doing all along. What does this mean? With different populations we need to

decide how to measure success. We need to look at what is working. Best Practices looks at Evidence Based Care and Accountability Care. Value Based Care is like a toolbox. We are adding 2 tools that are mandated by State and Feds. Child and Adolescent Needs and Strengths (CANS) assessment was introduced to years ago. Tri-City will have full implementation by October 2018. This will be mandated for Adults (ANS) in the future. Keri went on to review Where We Are Now slide presentation. Demographics include the number of people served, by age, race, etc. Surveys to get clients feedback. Collaboration between departments to get additional information. Example: 46% of Tri-City clients have a co-occurring disorder. From this information it was decided that Tri-City needs Substance Abuse Clinicians. There is excitement from staff that through collaboration it improves client care. A Commissioner asked her to elaborate on Co-occurring disorder. Keri explained it is a Dual Diagnosis. Keri reviewed results from Spring 2017 survey. Depending on the ratings they spark conversation to explore changes that need to be made. Where Are We Going? CANS will tell us about a point in time. As we plan strategies to focus on those specific categories that are lacking specific resources. Reality CANS is not a true outcome measure. There has been a battle between counties and State for implementation. CEO Navarro stated these are some of the struggles Tri-City goes through. She commended Keri and Best Practices on making CANS a positive transition. A Commissioner asked how the CANS is done. Keri stated this is a clinicians rating, not the child. It is the clinician's opinion in the assessment. Clinicians have a set of questions to rate. Unfortunately, if a clinician doesn't have access to school record, one has to take child or family's word. Are People Getting Better? We evaluate different time frames like 6 months and at discharge. A Commissioner asked how often data is collected. Best Practices is still working through what the state is going to require. We are waiting to find out the minimums. A Commissioner asked are we still doing RBA framework. Yes, it is still part of client care. A Commissioner asked how clinicians now how to rate in CANS. It can be subjective, but staff will have training. Best Practices is looking into complementary measurements to get a better picture. This is State mandated. We want this to be sustainable and not overwhelm staff. There are a lot of documentations and adding CANS to fast may lower morale. We have to do this incrementally and be attentive to staff needs. We are being strategic on implementation. It's easy to get caught up in bureaucracy. What is important is client care. Question asked how much time it takes away from face time with client. Tri-City wants it to be part of client care. We hope it will be minimal. It does add paperwork time and may have impact on client interaction. Thank you to Best Practices for the presentation.

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

Executive Director Navarro informed Commission that there are 3-4 applications for Mental Health Commissioner. She will be asking the Governing Board to set up an Ad-Hoc Committee for interviews. No Place Like Home will be able access funds for new housing options. Tri-City has hired Elizabeth Sadlon to consult to combat homelessness. We are hoping to hear from both sides. Mental Health Services Act Audit – there are some concerns. The formula by the State has changed many times. With enforcement of this last change, it was found that counties own reversion monies. Counties have to come up with a plan to spend unspent dollars. Stakeholders have approved a plan to spend PEI dollars with a program for early psychosis and intervention. This will take 2 years to develop and implement. There is an Innovation Plan, which is a multi-county collaborative 4 year plan for innovative technologies to improve access. Tri-City reached out to the community after the death of Pomona police officer. Staff went to the apartment complex where it happened Monday morning and evening.

KTLA 5 interviewed Executive Director Navarro. Pomona City Manager was very appreciative. Commissioner asked if we have contingencies with school districts. We do meet with the school districts. They know they can contact Tri-City if needed. Claremont USD now has a Mental Health Director and has made progress. There is still so much stigma especially at the high school level. Rimmi Hundal, Director of Mental Health Services Act and Ethnic Services stated Jamie Ritchey meets with Claremont students. They do participate and hold their own stigma reduction events. Sometimes when you're on the outside, it's hard to see the progress. Comment made that some people don't know and have reservations. We can find new ways to get information out there. Tri-City is asking cities for their Neighborhood Watch meetings to share information about our services. Comment from Commissioner that parents have asked for Mental Health First Aid (MHFA) training. There is one coming up in May. Please continue to share ideas with Tri-City.

### **COMMISSION ITEMS AND REPORTS**

Update on staffing at Pomona Valley Hospital. There was a meeting between hospital, LACDMH and Tri-City. About 45% that come into the ER with psychiatric needs live in the cities of Pomona, La Verne and Claremont. There was a discussion how to collaborate. There were barriers found and solutions to improve services. Training will be held for hospital staff in the future. There may be a need for additional IOET staff. They toured the unit that will be dedicated to the PATH unit. They will have tele psychiatry for those not 5150. There was a 60 Minutes program on the ACE study by Dr. Bruce Perry. He wrote The Boy Who Was Raised by a Dog. Research has found that there are physiological issues that come from psychological trauma. There is research about the different levels of resiliency. Tri-City hired a trainer on resiliency. Staff will be attending ACES training and then make it available to the communities. There is support for officers. Police Departments of other cities are helping out. The memorial is tentatively scheduled for the 22nd in the morning at Purpose Church at the corner of Holt and Garey.

### **PUBLIC COMMENT**

MHSA Director Rimmi Hundal shared that there is flyer for Green Ribbon week which is starting March 19th. If you wear your green ribbon you get discounts at restaurants that support mental health awareness. She will send out information on the Stigma Reduction Campaign.

Vice-Chair Perez stated that veterans can come to Tri-City. They don't have to go to the VA Hospital. Please spread the word.

### **ADJOURNMENT**

At 4:52 p.m., on consensus of the Mental Health Commission its Regular Meeting of March 13, 2018 was adjourned. The next Regular Meeting of the Mental Health Commission will be held on Tuesday, April 10, 2018, in the Administration Building, 1717 North Indian Hill Boulevard #B, Claremont, California.

  
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Kally Russell, Administrative Assistant