Director’s Report

Monterey County Behavioral Health
Commission Meeting, October 24, 2019

Staffing Updates

Please join me in welcoming Jon Drake, Assistant Bureau Chief, to our Behavioral Health Team. He has an MBA and previously was the Director of Purchasing for San Joaquin County. Jon oversees our team of Management Analysts. He brings extensive management experience in the public and private sectors and is a great addition to our team, helping us manage over $50 million dollars in contracts, as well as Human Resources and Facilities support.

We are pleased to announce Lindsey O’Leary, LMFT, as the Quality Improvement Manager. Over the last 5 years working within Monterey County Behavioral Health, Lindsey has worked in a variety of settings, including Adult System of Care, Access to Treatment, and most recently as the Quality Improvement Supervisor. Lindsey brings with her experience providing both mental health and substance use disorder treatment. Prior to her joining Monterey County, Lindsey worked with adolescents and adults in Santa Cruz and Santa Clara County. Please join me in congratulating Lindsey on her promotion.

Behavioral Health Director Amie Miller, PsyD, LMFT, is away on maternity leave. Her second son arrived earlier this week and we expect Amie to return to the office after the New Year.

External Quality Review Organization:
2019 Reviews of Mental Health and Substance Use Disorder Services

The Behavioral Health Concepts External Quality Review Organization (EQRO), as per the contract with the Department of Health Care Services, on yearly basis conducts an on-site review of how well the delivery system is set up to actually deliver behavioral health services. This year, EQRO conducted their review of Monterey County's substance use disorder (SUD) services in April and mental health services in October. Each review takes place of the course of 2-3 days. The review includes focus groups with consumers, families, Leadership team (County and Contracted Providers), county direct service staff, supervisors, and managers.

Favorable outcomes:

- Overall, for both delivery services, EQRO acknowledged and praised the collaborative efforts between our county-run programs and our contracted providers. EQRO made mention to the noticeable relationship and collaborative approach in our partnerships.
- EQRO continues to praise the integration and use of data when making decisions on initiatives and ways to strengthen our service delivery.
- Preliminarily, consumer feedback on services was positive.
- For SUD, the “no wrong door” approach to accessing services was well received.
- For SUD, meeting the 24-hour timeliness standard for authorization into residential treatment services
Areas for improvement noted:

- EQR0 noted need to continue our efforts toward improving the penetration rates, specifically the penetration rate for Latinos on the mental health side.
- For SUD, continued efforts towards residential programs that support recovery post-treatment (sober-living environments)
- Continued need to increase information technology (IT) supports to support the electronic health record
- Improvement timeliness outcomes for mental health services

Mental Health Services Act Planning Process for Three Year Program & Expenditure Plan FY 2021-23

The Mental Health Services Act (MHSA) Community Planning Process is underway, with the first of 10 stakeholder meetings to occur this Friday, October 25, 2019. The 10 stakeholder meetings consists of 5 Community Forums and 5 Focus Groups. One Community Forum will take place in each of the five Supervisorial Districts to solicit community input and feedback on local services and needs, while each Focus Group will facilitate discussion on 1 of 5 new MHSA Prevention & Early Intervention (“PEI”) priority service areas issued by SB1004. All meetings will be child-friendly, with Spanish translation and light refreshments available.

The Commissioners are urged to attend the Community Forum in their District and as many Focus Groups as their schedule permits. We also appreciate your help to get the word out to Monterey County residents about this opportunity to help shape mental health services for the next three years.

Please refer to the flyers for dates, locations and times for each meeting. These documents were sent via email previously and are available at tonight’s meeting.

The MHSA planning process has been expanded to include Community Member and Provider System Partner Surveys to gather additional insights to inform our local MHSA program and expenditure planning efforts.

The draft Three Year Program & Expenditure Plan will be presented to the Behavioral Health Commission in February 2020.

For more information, please contact a member of the MHSA Team:
- Alicia Hendricks: Hendricksa@co.monterey.ca.us
- Wesley Schweikhard: Schweikhardw@co.monterey.ca.us
- Dana Edgull: EdgullDR@co.monterey.ca.us