1. **5:30 P.M. - CALL TO ORDER**
   The meeting was called to order by Chair Linda Fosler at 5:30 P.M.

2. **INTRODUCTIONS**

   **COMMISSIONERS**
   **Present:**
   - Heather Deming
   - Mario Ramirez
   - Maribel Ferreira
   - Rosa Gonzalez-Rivas
   - Linda Fosler
   - Margie Sokotowski
   - Jesse Herrera
   - Cortland Young
   - Mark Lopez
   - Hailey Dicken-Young
   - Alma McHoney

   **Absent:**
   - Cathy Gutierrez
   - Maria Leon
   - Anthony Ivanich
   - Supv. Christopher Lopez
   - Sydney Johnson

3. **AGENDA ADDITIONS, DELETIONS AND CORRECTIONS**
   Commission Clerk Andria Sumpter announced handouts for agenda item No. 6 – Presentation on Family Support Groups and Family Engagement Efforts and agenda item No. 7 – Behavioral Health Director’s report was distributed to the Commission and public.

4. **PUBLIC COMMENT**
   Pamela Weston, NorCal Access Ambassador attended a master planning session on aging and disability, the governor is to establish an aging and disability center. Referenced work being done involving community engagement, developing leadership that brings training and education, provides a shared language, outreach to the community who may not have access to services.

   Robin McCrae, CEO of Community Human Services read from a prepared statement addressing the organization’s decrease in client enrollment and operating deficits and asking for this Commission’s support as they consider taking action in November to close the program by December 31, 2019.

   Gina Alvarez representing the Central Coast Center for Independent Living (CCCIL) provided update that on the organization’s activities the last couple of months. There was
a meeting yesterday on the Aging and Disability Resource Center (ADRC), with the next meeting on November 12, 2019. She will provide a flyer to the commission secretary for distribution. It is a new program for them, and they are applying to become an emergent ADRC. In regard to the contract with Monterey County Behavioral Health Bureau, as of September 30, 2019, they have provided service to 200+ individuals who have identified as having a mental health disability. CCCIL is also working with the “whole person” care programs to provide financial assistance to at least 40 individuals in the next two (2) months. In addition, they are working with the City of Salinas on the new pilot project to the emergency solution grant to focus on Chinatown. The grant will provide financial assistance and housing services to consumers experiencing homelessness, case management services, referral to mental health services. CCA can secure the deposit for rent and other move in expenses needed.

5. **ACCEPTANCE OF MINUTES**

   It was moved by Commissioner McHoney, seconded by Commissioner Deming to approve the September 26, 2019 meeting minutes and passed unanimously.

6. **INFORMATION:** Presentation on Family Support Groups and Family Engagement Efforts

   Behavioral Health Bureau (BH) staff gave a presentation referring to the power point/ handout provided: *Family Support Groups/Family Engagement – Across the Behavioral Health System.* Key points included:

   - Marni Sandoval, Deputy Director, Child & Adolescent System of Care (CSOC)
   - Tawnya Majeski, Manager of Adult System of Care (ASOC)-Marina
   - Cesar Anya, Manager of ASOC-Salinas

   - Does include any education around mental health conditions for the families being served.
   - Supported through MHSA-Prevention & Early Intervention funds
     1. Intended to be offered across all regions in the County
   - Behavioral Health’s family support groups are available for anyone in the community, not just for family members with individuals who are receiving services from BH.
   - Guest speakers such as the National Alliance on Mental Illness (NAMI), the BH Medical Director and BH Mobil Crisis team members have been invited to these group sessions.
   - The data gathered for information on Slide #4 – Marina Clinic Service Data, is reported on quarterly.
   - Sessions held at the Salinas Clinic alternate each meeting facilitated in Spanish/English by two (2) bilingual BH staff with a goal to keep consistent staff to create familiarity.
   - All sessions are advertised as free of cost.
   - Towards the end of November, there is a break when sessions are not advertised due to little/no participation over the Holiday season, however, BH staff are present during the advertised session time.
   - In the ASOC, when an individual begins services they are aware that family support groups are available.
In 2008 the CSOC (0-25years) leadership team committed to renewed effort to engage families within the context of their child’s mental health treatment. To take this approach through a family systems perspective.

Planning began in early 2018 with individuals and their families entering the BH system through Access referrals.

- Staff inquired of families what helpful things could be provided in addition to the array of services already being received
- Overall feedback was the desire to better understand the services offered and how to be a part of the process
- The Family Orientation Series was developed from this, which launched in September 2018 and continued through December 2018.
  - BH staff continued to gather feedback during this time
  - 33 families participated in this step of the process

In January 2019 the Family Orientation sessions shifted to the program level and the Families Matter series was launched system wide.

- Began in July 2019
- Partners with community agencies across the county to hold the sessions (MCOE-Salinas; Boys & Girls Club-Salinas; Harden Middle School; Greenfield Unified School District)
  - Open to any interested community member
  - English/Spanish session held simultaneously
  - Free childcare and snacks provided
  - Evening sessions 6:00 p.m.-7:00 p.m.
  - First session in September had 48 participants
  - Second session in October had five (5) participants

Parent Dialogue Sessions were launched in the summer of 2019 to further engage parents to provide open feedback at any point during their child’s treatment.

- English & Spanish offered
- Evening sessions 6:00 p.m.-7:00 p.m.
- Free childcare and snacks provided

**Discussion and questions from those present included:**

- What is the age range of children being discharged from 50150 (72-hour) holds?
  - BH staff responded as young as six (6) years old, however the typical range is 13-18 years old. In addition to the transitional age youth (TAY) population 18-25 years old.

- Where are children hospitalized when they are in acute care?
  - BH staff responded there is no acute care facility for children in Monterey County; those needing an additional stabilization stay in an inpatient facility past the 72-hour hold are sent out of County. Natividad Medical Center works with the Transfer Center organization to help secure beds in child and youth mental health facilities across the state. It is a crisis statewide, there are only about 76 child and youth mental health beds in California. While on a hold, they are cared for in the Natividad emergency room which is a challenging experience for children. An important partnership is with CHOMP and their Ohana Project which will bring vital services and facilities to help with is issue.
In regard to the participation numbers for both Spanish and various support groups on the Peninsula and Salinas, given the number of people served, is BH satisfied with the participation numbers? Is there a plan/process in place on how to increase these numbers?

- BH staff acknowledged that participant numbers need to be increased and responded that there is constant planning and effort to outreach and make the community aware of these services; whether communicating with individuals one by one, creative locations or partnering with public agencies. Factors such as holding sessions within the community versus the BH clinics; and creating a welcoming and warm environment are part of the planning process.

Is there knowledge of why participants who do attend the sessions; for specific questions/concerns or more for ongoing support.

- BH staff responding that initially it is for a need and the individuals spread the word. Also, families attend before a member is referred for services to learn and understand the system first.

Concern was expressed regarding the lack of informational materials at Natividad in the lobby/hallways. Staff acknowledged the shared observation and replied there is limited action BH can take as it is not under their umbrella.

The statement was made that discharge planning could be done more universally; regardless of the number of days hospitalized, the level of importance can be raised for family members if in writing or verbally there is some of “authority” communicating/asking how can BH best assist you presented in report like form, with a summary of stay and addressing the heart of the issue. Hospitals are now providing printouts for patients upon discharge.

- Staff responded that the CSOC has a New Paths program that has undergone a reorganization in how the team approaches services which includes the long-standing post hospital unit. Once the team is fully staffed the plan is for a mental health social worker and clinician team to have open door access with the BH emergency room (ER) crisis team for immediate notification when a child/adolescent is hospitalized so that they meet with the client/family during that stay. In addition, partnering with ER staff around active involvement in discharge planning, so that BH staff can assist the family with what the discharge plan means. There have been a few pilot cases with this model with some success.

How does BH measure success within these programs today; and if there is a way you wish to measure success differently in the future?

- Staff responded for the ASOC-Salinas establishing early in the stages of treatment who an individual’s family support is, is key to their treatment and making sure all BH staff is trained to capture and engage with this component. There will be more data coming in soon to provide numbers from outcome surveys that have been implemented that will provide some comprehensive numbers.

How do people in the community who are not already connected with BH services find out about your services, and where are notices and flyers put out at?

- BH recognizes there is a gap in service around communication when a client is hospitalized and the reorganization with the New Paths program will work to alleviate this issue once launched. A challenge faced when a child must be
transferred to a facility outside of the County, BH staff commits fully to reach out and maintain communication with those facilities, however, are ultimately dependent on those facilities to reciprocate the communication.

- Does BH have a current curriculum or is one being developed or any training that allows service providers (i.e.: Village Project) to provide curriculum more culturally based to engage in better relationships with the community?
  - Staff responded the goal is to partner with as many community partners as possible, it is a necessary step to best help with communication to community members. There is also a larger need in the County for more awareness around the impact of trauma, and trauma informed communities. Staff has been active with the local Children’s Council regarding this need.

- A concern was raised regarding nurses not being available on Fridays. As a result, individuals who may miss an appointment on Thursday, or may need to receive medication are not able to access this service or end up at the ER over the weekend or in the event of a Holiday weekend.
  - Upon clarification of which facilities are in question, BH staff responded that they will look into staffing at County BH outpatient clinics to resolve this issue. In addition, will revisit having the medical assistants on staff trained to provide this service.

7. **INFORMATION:** Receive a Report from the Behavioral Health Director

Marni Sandoval, Deputy Director gave a presentation on behalf of Dr. Amie Miller referring to the handout provided: *Director’s Report – 10/24/19*. Key points included:

- It was announced that Dr. Amie Miller is on maternity leave.
- Jon Drake, Assistant Bureau Chief was introduced, he is currently focusing on BH’s fiscal operations contractual arrangements
- The Mental Health Services Act (MHSA) planning process will include online and hardcopy surveys for public feedback. Copies will be available at each of the 10 community meetings in addition to Monterey County libraries.

**Discussion and questions from those present included:**

- Noted under the EQRO update, there is mention of the penetration rates of the Latino community. What specific plans does BH have to address that?
  - Staff responded that in the EQRO sessions they attended, it was discussed that relative to the state, BH is surpassing the requirements the state has for Latino penetration rates. However, BH staff informed the EQRO reviewers, that this number is not acceptable, and the Bureau has set a higher standard. The Bureau continues to work to provide services in the regions with higher concentrations of Latino families with Medi-Cal beneficiaries. There is a location in development on Pearl Street that will provide a variety of BH services to families in that community. There are challenges with: limitations to staffing, space and access to place existing staff.
    - Further public concern was raised regarding, groups that make up a smaller percentage of the community who become more vulnerable due to the thinking that there may not need to be as much emphasis on penetration rates for their communities.
8. **INFORMATION:** Receive the Commissioner’s Reports/Updates

- Chair Fosler shared information on meetings she recently attended: the Maternal Mental Health Taskforce is developing an Action Program around maternal mental health. She encouraged anyone interested to contact Dana Edgull who leads the program.
  
  The Santa Clara County’s Council on Criminal Justice in Behavioral Health was granted $750,000 and held an input session on how to distribute the funds in San Jose. The overall input from the group was until individuals have stable housing, feel safe and are fed, it is a challenge to get them to focus on other services.

- Comm. Ramirez shared his appreciation of the information BH staff provided and suggested promoting BH’s services at Interim Inc. events.

- Comm. McHoney attended the Veterans and Military meeting today and has statistics for September’s reporting for those interested. $323,000 were collected in retroactive payments for veterans in Monterey County. $70,000 in dependent’s college tuition was waived, filed 397 claims and had 477 walk-ins.

- Comm. Gonzalez-Rivas shared an event: Fiesta Familia Conference held to empower Latino parents and children with special needs. It will be hosted in Spanish with limited interpretations at Bardin Elementary School on November 16th, 8:30 a.m.-3:00 p.m.

- Comm. Herrera asked that BH send out to their mailing list and the commissioners, the information for the upcoming Adelante Con Orgullo Mujer Inmigrante (ACOMI) Conference, Spanish speaking women’s conference which focuses on women’s health. Asked that BH staff send out notification of public meetings they become aware of, that involve community feedback/input to the commission/mailing lists, so there is opportunity to attend and participate.
  
  Shared the information in the Oct. 24th edition of the Monterey County Weekly and Voices of Monterey, addressing the infiltration of the community organization, Motivating Individual Leadership for Public Advancement (MILPA) by an organized gang. While this organization works through these accusations, the commissioner asked for the continued support, especially for grassroots community organizations.

- Comm. Sokotowski commended BH staff for their hard work and asked for clarification of the information provided in the Director’s Report regarding which MHSA community planning meetings the commissioners should attend. BH staff responded that all are encouraged to attend as many of the Community Forum and Focus Group meetings as they are able.

- Comm. Deming commended BH staff on all the information provided at this meeting. The bureau’s willingness to be honest and up front with the community in turn helps the commissioners better support the Bureau.

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**ADJOURN**

The meeting was adjourned at 7:06 p.m.