



Mental Health Commission

Contra Costa County Mental Health Commission has a dual mission: 1) To influence the County's Mental Health System to ensure the delivery of quality services which are effective, Efficient, culturally relevant and responsive to the needs and desires of the clients it serves with dignity and respect; and 2) to be the advocate with the Board of Supervisors, the Mental Health Division, and the community on behalf of all Contra Costa County residents who are in need of mental health services.

QUALITY OF CARE COMMITTEE

Mission: To assist Contra Costa County mental health consumers, family members and the general public in advocating for the highest quality mental health services and supports delivered with dignity and respect.

Wednesday, July 3, 2013 ♦ 10:30-12:00

PLEASE NOTE CHANGE OF LOCATION

MHA Offices, 1340 Arnold Drive, Ste. 200, Large Conference Room, Martinez

The Commission will provide reasonable accommodations for persons with disabilities planning to participate in Commission meetings who contact the Executive Assistant at least 48 hours prior to the meeting at 925-957-5140.

AGENDA

- 1. 10:30 Call to Order / Introductions**
- 2. 10:35 Discussion of Conservatorship Program – Victor Montoya, Adult Mental Health Program Chief**
 - 1) What are the qualities of leadership required and supplied by the Director of CCC Conservatorship?
 - 2) What is the record of meeting attendance at Napa State Hospital by Case Managers, and do they file reports?
 - 3) Consumers at NSH feel they aren't being listened to. What role do Case Managers play in representing our consumers.
 - 4) Some are concerned about the lack of availability of conservators. Concern has been expressed regarding financial accountability.
- 3. 11:00 Public Comment**

Members of the public may comment on any item of public interest within the jurisdiction of the Mental Health Commission. In accordance with the Brown Act, if a member of the public addresses an item not on the Agenda, there may only be a brief response for clarification. No discussion or action on the item may occur. Time will be provided for Public Comment on items on the posted Agenda as they occur during the meeting.
- 4. 11:05 Announcements**
- 5. 11:10 Approval of the May 1, 2013 Minutes (No meeting in June) Action Item**
- 6. 11:15 Children's Full Service Partnership – Vern Wallace Children's Mental Health Program Chief**



7. 11:50 Update on 2013 Committee Goals.

The Committee proposes to address the following goals with consideration of the entire lifecycle of consumers including Children, TAY, Adult and Older Adults, and advocate for support services across the continuum.

- 1) Develop an action plan whereby Contra Costa adult consumers can receive free dental services.
Report on Denti-Cal implementation.
- 2) Evaluate gaps in medical, psychiatric, social and cultural services.
- 3) Advocate for physical accessibility of services.
- 4) Address oversight and accountability of out-of-county placements and receive information from community advocates as available.
- 5) Evaluate discharge planning for county mental health clients.

8. 11:58 Future Agenda Items

- 1) August
 - Discuss with Vic Montoya status of Innovation Grant for proposed Mobile Dental Unit to provide Contra Costa adult consumers free dental services.
 - Invite Imo or Caroline to present the Cultural Competency Data.
 - Invite Caroline to discuss the Quality Improvement Work Plan, page 5, #12: Reduce suicides in Contra Costa County.
 - **Quality Improvement Work Plan Discussions**
Discuss recommendations for Transportation Plan
 - [1] Pilot the use of a shuttle to provide transportation to primary care appointments as well as community-based support services.
 - [2] Implement Transportation 101 Hotline for consumers
 - [3] Determine if common meeting locations are accessible by public transportation and promote the use of those locations that are more accessible.
 - [4] Place public transportation information in each of the county clinics.
- 2) No date set:
 - Continue discussion of how new electronic records system impacts consumer patient experience
 - Discuss a comprehensive centralized county information link for easier access by county staff, consumers and family members
 - Continue to address concerns regarding discharge planning (including transportation) and patient follow-up.
 - Invite John Muir's Chief Social Worker and Todd Paler from CCRMC.

3) February 2014:

- Evaluation of Annual Plan
 - See Quality Improvement Work Plan, page 9, #1: Quarterly report on timeliness to access mental health services in Contra Costa County.

9. 12:00 Adjourn Meeting

Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the staff to a majority of the members of the Mental Health Commission less than 96 hours prior to that meeting are available for public inspection at 1340 Arnold Drive, Ste. 200, Martinez during normal business hours.