



## 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.*

**Thursday, July 23<sup>rd</sup>, 2015 ♦ 3:00-4:30**  
**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. **3:00 Call to Order / Introductions**
2. **Public Comments**
3. **Commissioner Comments**
4. **Announcements**
5. **Approval of the Minutes from June 25<sup>th</sup>, 2015.** *Action Item*
6. **Brainstorm elements of a game plan for advocacy for a Children & Adolescent Inpatient Unit and a Children & Adolescent Crisis Residential Center (discussion / assign research)**
  - Identify models for successful advocacy
    - A. George and Cynthia Miller Wellness Center
      - 1) What was required to successfully advocate for the facility.
      - 2) Who were the key players behind advocating for this project?
    - B. Hope House Crisis Residential Facility
      - 1) What was required to successfully advocate for the facility.
      - 2) Who were the key players behind advocating for this project?
  - Determine information needed for developing a plan (Reference in-depth questions as examples) – Discussion.  
In-Depth Questions
    - 1) What are the basics on the facility, e.g. size/capacity, services?
    - 2) How much it cost to construct and what it costs to operate as well as sources of funding?
    - 3) What kind of information was pulled together to make the project case, e.g. the facts stating need, the requirements of the projects e.g. capacity and services, projected capital costs?
    - 4) What/who were the key sources of information?
    - 5) What steps were taken to advocate for the project?



- 6) What actions were most successful?
- 7) What actions weren't worth the effort or failed?
- 8) How long was the process?
- 9) What were the other big picture lessons learned?
- 10) Was there a report / presentation prepared? Can we get copies?
- 11) What were the approvals required in order to make the facility a reality to the extent that the MHC was involved? E.g. approval of the MHC and the Board of Supervisors, who else? At what point in the process is the MHC's job done?

- Identify people and resources for obtaining the information that we need
- Set up initial ad hoc meeting dates

**7. Invite representatives from George & Cynthia Miller Wellness Center to Report on Patient Services**

*The following discussion points have risen from some questions that have been received regarding patient services at Miller Wellness Center*

- 1) Discuss how patient complaints are handled
- 2) Discuss staff training in sensitive issues (LGBTQ, etc.)
- 3) Discuss handing out a survey to patients who receive treatment at Miller Wellness Center and PES.

**8) Discuss having members of the Quality of Care Committee attend the CPAW Children's Committee.**

**9) Items for August 20<sup>th</sup> Quality of Care Committee Agenda**

- Invite people who worked on advocacy for G&M and HH
- Invite representative from G&M for update on services

**10) Items to forward to the August 13<sup>th</sup> MHC Meeting**

**11) 4:30 Adjourn Meeting**