

**Consolidated Planning and Advisory Workgroup (CPAW)  
Thursday, September 1, 2016  
3pm – 6pm**

**Location: 2425 Bisso Lane, First Floor Conference Room, Concord, CA 94520**



Members attending: Jennifer Tuipulotu, Sheri Richards, Roberto Roman, Matt Wilson, Tom Gilbert, Steve Blum, Doug Dunn, Kathi McLaughlin, Sam Yoshioka, Ashley Baughman, Molly Hamaker, Kimberly Krisch, Ryan Nestman

Staff attending: Katy White, Monica Reynoso, Robert Thigpen, Stephanie Chenard, Ellie Shirgul, Carmella San Miguel,

Public Participants: Bessie Sagaiga, Anthony Reed, Carwen Spencer, James Ross, Will Taylor, Melinda O’Day, Denise Harrell, Phillip Mercure, Amanda Savage, Louise Bourassa, Gigi Crowder, Allison Davey, Shavon Boner, Cynthia McCants, Michael Ward

Facilitator: Maria Pappas

Recorder: Lisa Cabral

Staff Support: Warren Hayes

Excused from Meeting: Susan Medlin, Karen Smith, Lisa Bruce, Courtney Cummings, Maude DeVictor, Connie Steers, Lauren Rettagliata, Isabelle Kirske, Sara Marsh

Absent from Meeting: Gina Swirsding, Jackie Lerman, Dave Kahler, Will McGarvey, Duane Chapman,

TOPIC	ISSUE/CONCLUSION	ACTION/RECOMMENDATION	PARTY RESPONSIBLE
1. Welcome <ul style="list-style-type: none"> <li>• Call to Order</li> <li>• Introductions</li> <li>• Working Agreement</li> <li>• Announcements</li> <li>• Finalize Minutes</li> </ul>	<ul style="list-style-type: none"> <li>• Introductions made.</li> <li>• Maria Pappas reviewed the revised CPAW’s Working Agreement</li> <li>• Approved August notes and attachments.</li> <li>• Nami in Motion walk/run will be held on September 10<sup>th</sup> at Newhall Park. September 7<sup>th</sup> there will be a kickoff event at Grant Street Pub from 5-8pm.</li> </ul>	Information  Notes approved. Will be posted to MESA CPAW website.	Maria Pappas  Lisa Cabral to post meeting notes.

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	<ul style="list-style-type: none"> <li>• Correction to calendar: Change of location of the Steering Meeting from Bisso Ln to Arnold Dr, Martinez</li> </ul>		
<p>2. Behavioral Health Issues</p> <ul style="list-style-type: none"> <li>• EPIC Tapestry Demonstration</li> <li>• Optum Update</li> </ul>	<ul style="list-style-type: none"> <li>• Access Line was the pilot for the EPIC Tapestry program (electronic health record) which rolled out 4/11/16 and replaced paper phone logs.</li> <li>• Electronic documentation of contacts with consumer, called Customer Relationship Management (CRMs), to more efficiently review the history of calls and referrals.</li> <li>• Utilization of “pools” for automated routing of CRMs and more effective work management/tracking.</li> <li>• Tapestry allows Access Line to share access to the consumer’s history of mental health/medical referrals for better care coordination with Primary Care Providers.</li> <li>• Tapestry has enhanced reporting capability on timely access to care for purposes for program development and evaluation, as well as for State Reporting requirements.</li> <li>• Currently developed data-tracking instruments for program evaluation and for implementation of outreach efforts by a Community Support Worker, including a Consumer Satisfaction Survey.</li> </ul>		Katy White/ Monica Reynoso

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	<ul style="list-style-type: none"> <li>• Optum is the after-hours (5PM – 8AM) answering service which went live on April 1, 2016. Calls made during holidays, weekends, and after hours to Optum. Prior to the rollout, the after-hours calls were routed to PES.</li> <li>• Wait times for Access Line have decreased from 25-30 minutes to 3-8 minutes.</li> <li>• The following business day a report with stats is then sent to Access Line, which then gets converted into a CRM in Tapestry.</li> </ul>		
<p>3. CPAW Committee Reports</p> <ul style="list-style-type: none"> <li>• Membership <ul style="list-style-type: none"> <li>○ New Member</li> <li>○ Attendance</li> </ul> </li> <li>• Innovation <ul style="list-style-type: none"> <li>○ Concept Recommendation</li> </ul> </li> <li>• Systems of Care</li> </ul>	<p>Membership</p> <ul style="list-style-type: none"> <li>• Had a conversation with an applicant, Sara Marsh, from Contra Costa Interfaith Housing, and was appointed by the Behavioral Health Director. Sara will fill the Service Provider seat on CPAW.</li> <li>• The attendance amendment was approved at the August CPAW meeting and was added to the CPAW Working Agreement.</li> <li>• Membership committee will continue to look at the CPAW attendance and make suggestions regarding the length and location of CPAW meeting.</li> <li>• The next Membership meeting will be on Monday, September 19th.</li> </ul>		<p>Committee Representatives</p>

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	<p>Innovation</p> <ul style="list-style-type: none"> <li>• Innovation committee reviewed all 54 concepts. There were 13 concepts that screened in.</li> <li>• The committee ranked the 13 screened in concepts and the BH Director is reviewing the concepts ranking of which concepts should be moved forward.</li> <li>• The next meeting will be on Monday, September 27<sup>th</sup> and focus on the screened out concepts.</li> <li>• Update – Partners in Aging Innovation project began today, September 1, 2016</li> </ul> <p>Systems of Care</p> <ul style="list-style-type: none"> <li>• Working on the five sub-pieces of Workforce, Education and Training.</li> <li>• There will be sub-committees forming and focusing on the SPIRIT program and moving forward and intern program.</li> <li>• The next meeting will begin to look at Workforce staff support ideas and financial incentive ideas.</li> <li>• Next meeting will be held on Wednesday, September 14th.</li> </ul>		
<p>4. BHS Committee Dialogue</p> <ul style="list-style-type: none"> <li>• Social Inclusion</li> <li>• Housing and</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Social Inclusion</b> – Resume planning, development and implementation on “Bridging the Gaps”.</li> </ul>		Committee Representatives

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<p>Homeless Services</p> <ul style="list-style-type: none"> <li>• Alcohol and Other Drug Services</li> <li>• Children, Teens and Young Adult</li> <li>• Adults</li> <li>• Older Adults</li> </ul>	<ul style="list-style-type: none"> <li>• Social Inclusion will be having a group, called Spirit of Inclusion, to participate at the Nami in Motion walk/run.</li> <li>• Next, Social Inclusion meeting will be on Thursday, September 8th from 1pm-3pm.</li> <li>• Plans for the new Photovoice class at Family Courtyard Board &amp; Care in West County are pending due to OCE waiting on new materials to arrive.</li> <li>• Next, Photovoice Sub-committee meeting will be September 21<sup>st</sup> at Crestwood from 10-11:30am.</li> <li>• WREACH sub-committee met the new WREACH coordinator, Candace Collier, and completed the review and revision of training materials for the Tell Your Story workshops.</li> <li>• Next, WREACH meeting will be September 22<sup>nd</sup> at Bisso from 1-2:30pm.</li> <li>• <b>Housing and Homeless Services</b> – Shelter Inc has lost their funding on a Transitional Housing building in Antioch and the building is sitting vacant.</li> <li>• <b>Alcohol and Other Drug Services</b> – No report available</li> <li>• <b>Children, Teens, and Young Adult</b> – Riverview Middle School presented their findings on bullying and AOD</li> </ul>	<p>Tom Gilbert to discuss this information with Steve Blum.</p>	

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	<p>and the link between the two. Riverview Middle School would like to expand their program to other schools.</p> <ul style="list-style-type: none"> <li>• Dan Batiuchok, Program Manager of Mental Health Probation Youth Services, will be speaking about the commercially sexually exploited youth group is part of. This discussion has come about due to the Grand Jury report from the county.</li> <li>• Committee is still working on the letter that will be distributed to Behavioral Health and Finance, regarding the need for a Children’s Inpatient Unit which could be opened under the unused 4D Ward at CCRMC.</li> <li>• Children and Family Services is holding a special meeting tomorrow regarding failing against parents and caregivers whose child under 18 are identified as a sexually exploited youth.</li> <li>• <b>Adults</b> – One of the main discussions focused on Wraparound Services for Adults. Wraparound Services for Adults would be to support the consumer and their families and getting their needs met.</li> <li>• Discussion from Chris Celio with the Hume Center. He has developed a</li> </ul>		

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	<p>website, Contra Costa Provider Network, which is available to all Contract providers to provide a place to have documents shared, flyers posted, and create online calendars.</p> <ul style="list-style-type: none"> <li>• <b>Older Adults</b>-In the last 8 months, the committee has had 7 guest speakers. Several community based organizations have been identified that would align with the committee, such as Meals on Wheels, Alcohol and Other Drug, Nami, Homeless and Shelter Program, and Ombudsman.</li> <li>• Looking at the next step with connecting with community based organization.</li> <li>• The committee would like to focus on the California legislature for older adults. The committee's recommendations of inviting Shirley Cohen and becoming advocates and have someone come to speak about advocacy.</li> <li>• The next speaker for AOA is Victoria Talbot, Director of Adult Protective Services within EHSD.</li> <li>• The committee is waiting for the decision of the Innovation Concept that was submitted from the committee.</li> </ul>		
<p>5. Stakeholder Dialogue</p> <ul style="list-style-type: none"> <li>• Mental Health</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Mental Health Commission</b> – Commission discussed EQRO report;</li> </ul>		Committee Members

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<p>Commission</p> <ul style="list-style-type: none"> <li>• Behavioral Health Care Partnership</li> <li>• Other Stakeholder bodies</li> </ul>	<p>the MHSA/finance committee will look at the FFP portion of the budget. The commission held a Commission Retreat on August 27<sup>th</sup>.</p> <ul style="list-style-type: none"> <li>• <b>Behavioral Health Care Partnership</b> - The BH care partnership is currently looking for a new chair.</li> <li>• Partnership of consumers, staff to transform behavioral health.</li> <li>• June retreat, PES, community living room conversations, looking to create a welcoming packet.</li> <li>• The meetings are every Tuesday from 1:30-3:00pm at CCRMC.</li> </ul>	<p>Bob Thigpen will be providing a BHCP meeting notice to Crestwood. Bob Thigpen will</p>	
<p>Break (flexibly applied)</p>			
<p>6. MHSA Budget Update – final expenditures for FY 2015-16, projected revenue going forward</p>	<p>Discussion of MHSA Budget Update power point.</p> <ul style="list-style-type: none"> <li>• The MHSA Monthly Budget Report is for Fiscal Year July 2015 through June 2016.</li> <li>• During the course of the year if an agency needs additional funding, the information will be brought to the stakeholders.</li> <li>• The Innovation component was increased due to the additional staff support for the Innovation project/EQRO PIP.</li> <li>• There is anticipation to fill the vacant staff positions.</li> </ul>		<p>Warren Hayes</p>



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7. Planning the FY 2017-20 Community Program Planning Process (CPPP)	<p>Discussion of power point.</p> <ul style="list-style-type: none"> <li>• Accepting input on the timeline from CPAW members and community members. Would like to have CPAW members and community members volunteer to help at forum.</li> <li>• Need to have people RSVP to each event and the RSVP contact information is located on the forum flyers.</li> <li>• Having smaller rotating groups to make everyone comfortable expressing themselves on multiple topics. Would like to have everyone to attend multiple groups not just stay at one group to provide input..</li> <li>• Should have a welcome room for consumers who become overwhelmed</li> </ul>	Would like to have every CPAW member help at the Community Forums in October, November, and December.	Warren Hayes
8. Public Comment, Announcements			Meeting Attendees
9. Review of Meeting			Meeting Attendees
10. Next CPAW, Steering, Membership Meetings	<p>There will be no October CPAW due to the Community Forum that will take place at Maple Hall in San Pablo from 3-6pm. Steering will meet on September 15th from 3-5pm. Membership will meet on September 19th from 3-5 pm.</p>		