

Consolidated Planning and Advisory Workgroup (CPAW)

Thursday, June 6, 2019

3:00 pm – 5:00 pm

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



Members attending: Stephen Boyd, Candace Collier, Doug Dunn, David Kahler, Kimberly Krisch, Sara Marsh, Kathi McLaughlin, Melinda O’Day, Jennifer Tuipulotu, Amelia Wood

Staff attending: Jennifer Bruggeman, Ila Casselberry, Janet Costa, , Monique Harts-Washington, Kirsten Heher, Windy Taylor, Robert Thigpen, Genoveva Zesati

Public Participants: Sidney Armstrong, Keri Banks, Jackie Bradford, Jo Bruno, Juanita Carey, Diane Chase, Mark Danley, Mia Jackson, Lynnette Thomason

Facilitator: Maria Pappas

Recorder: Audrey Montana

Staff Support: Warren Hayes

Excused from Meeting: Roberto Roman

Absent from Meeting: David Bergesen, Steve Blum, Lisa Bruce, Courtney Cummings, Maude DeVictor, Tom Gilbert, James Lancaster, Jackie Lerman, Will McGarvey, Lucy Nelson, Ryan Nestman, Lauren Rettagliata, Sheri Richards, Karen Smith, Connie Steers, Chelise Stroud, Matthew Wilson, Sam Yoshioka

TOPIC	ISSUE/CONCLUSION	ACTION/ RECOMMENDATION	PARTY RESPONSIBLE
1. Welcome <ul style="list-style-type: none"> • Call to Order • Roll Call, Introductions • Review Working Agreement • Announcements • Finalize Meeting Notes 	<ul style="list-style-type: none"> • Introductions made • Review Working Agreement • Announcements <ul style="list-style-type: none"> ▪ Community Partners- Lead by Putnam Clubhouse will have a picnic tomorrow starting at 10:00 am at Cowell Park in Concord ▪ Attending will be Dr. Matthew White, Office for Consumer Empowerment and Putnam Clubhouse • Meeting Notes <ul style="list-style-type: none"> ○ Approved with no revisions 	Information Notes approved. Will be posted to MHSAs CPAW website.	Maria Pappas, Facilitator Audrey Montana, MHSAs Senior Clerk, to post notes.

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<p>2. Dialogue with Contra Costa Behavioral Health Services (CCBHS) Executive Staff</p> <ul style="list-style-type: none"> • Update on Anka • Update on Agenda Readiness Form (ARF) Submitted by CTYA Adhoc 	<p>Dialogue with Contra Costa Behavioral Health Services (CCBHS) Executive Staff</p> <p>Dr. Matthew White:</p> <ul style="list-style-type: none"> • Newly Appointed Behavioral Health Director <ul style="list-style-type: none"> ○ Suzanne Tavano is now the Contra Costa Behavioral Health Director ○ She is an amazing partner and spirit with wisdom and knowledge combined • Anka Program <ul style="list-style-type: none"> ○ Anka was a community-based program that provided services throughout Contra Costa County ○ Anka Programs <ul style="list-style-type: none"> ▪ Operated three residential programs - Nierika House, Nevin House, Don Brown Shelter ▪ Phoenix Central Clinic ▪ Two substance abuse disorder programs ▪ Three MHSA housing units ▪ Full-Service Provider ○ Anka filed for bankruptcy on May 1st and officially closed as of May 31st ○ Our number one priority was that no program closes down and no one loses treatment, services or housing (no one is left out on the street) ○ We stepped in quickly and in the last month worked quickly to identify providers that would be able to step in quickly, are of quality. We matched providers with the required services. ○ We did a lot of work in three and a half weeks ○ Happy to announce that, as of Monday, none of the programs have closed and that there is staff still operating these programs ○ We will ensure services transition as smoothly as possible and that funding is maintained 	<p>h</p>	<p>Dr. Matthew White, Director of Contra Costa Behavioral Health, Medical Director</p> <p>Suzanne Tavano, Contra Costa Behavioral Health Director</p>

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	<ul style="list-style-type: none"> ○ New Service Providers <ul style="list-style-type: none"> ▪ Bay Area Community Services (BACS) – Run programs of similar nature in Alameda and Solano Counties ▪ For the Phoenix Center in Concord, the Hume Center (runs several Full-Service Partnerships and clinics) will provide services ▪ The Full-Service Provider in Central County will be Mental Health Systems (MHS) that currently runs the Assisted Outpatient Treatment Program for the County and assist in Phoenix Enterprises (a pre-vocational program) ▪ For the substance use out-patient clinics, Center Point (a service provider in Alameda and Marin Counties) will provide services ▪ Contra Costa Interfaith Housing will provide services for the three homes that provide MHSA permanent supportive housing for twelve residents ○ Service Provider Contracts <ul style="list-style-type: none"> ▪ To provide services quickly, contracts were entered “as is” due to the emergency ▪ Some of these programs end at the end of the year and others run through 2019/2020 ▪ Contracts and services will be continuously evaluated ▪ Will later determine if will need to send out a Request for Proposals (RFP) ▪ Hired seventy new staff this past month and entered into new contracts 		

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	<ul style="list-style-type: none"> ○ Suzanne Tavano: <ul style="list-style-type: none"> ▪ It has been a busy three and a half weeks ▪ We really appreciate all the work people did to make this happen ▪ These new providers did an enormous amount of work to step in and provide services so quickly ▪ The work done in three and a half weeks would ordinarily take one year to complete ▪ We wanted to ensure that none of the programs closed, everyone continued to receive services, and no one was left out on the street and that has been accomplished ▪ Two of these providers (BACS and Center Point) are new to this County and will get to know everyone with the County and we will give them a lot of support and ensure they get off to a good start ▪ As usual, we will want to hear from stakeholders as how the transition is going and ensure we have things going in the right direction ▪ We look forward to working with these new service providers <p>Questions and Comments re Anka:</p> <p>Q: So, these program contracts are tentatively permanent but could be interim depending on how they do at providing services?</p> <p>A: (Dr. White) Yes.</p> <p>Comment: To Dr. White, Suzanne and Warren, job well done. The Mental Health Commission made a motion to state you could do whatever you had to do. And you did it. Thank you.</p>		

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	<p>Q: For the Full-Service Partnership clients, what is the transition of service provided? Some clients are receiving intense case management. It has not been so intense in the last three weeks. When can they expect for things to ramp back up?</p> <p>A: (Warren Hayes) To ensure services continue, we did a very intensive case staffing of everybody on the Full-Service Partnership program. During that process, we found individuals who could actually transition to outpatient care which we did. Initially we had fifty clients, but after transitioning those who qualify to outpatient care, that number was reduced considerably. There is still an opportunity for those clients to return to the intensive level of treatment if required in the future. For those clients who still required the intensive care, we kept in the program.</p> <p>Mental Health Systems (MHS) has been assigned to be the provider for the FSP programs. The MHS staff got on a plane, flew here and met with the remaining Anka staff. MHS immediately hired the remaining staff and gave them a raise. This remaining crew of Anka staff know the clients. They are on the job serving those clients. We wanted to ensure there was a service provider who could provide the required services and also that there was continuity of care for the clients. The clients will have the same team they were familiar working with. For the FSP, there is now definitely sufficient staff with MHS to serve the case load.</p> <p>A: (Dr. White) In May after the announcement of the bankruptcy, there was staff attrition in these programs. Programs are still not back to prior levels. We are working to rebuild that staff level.</p> <p>A: (Suzanne Tavano) We really appreciate the Anka</p>		

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	<p>staff as they really tried to hang in there as long as possible. Some were willing to stay even after the lights were turned off. They really hung in there. We appreciate the Anka staff that remained.</p> <p>Q: For the Anka people who remained, where they distributed throughout programs? MHS staff, are they new staff or the same staff that the County has worked with previously?</p> <p>A: (Warren Hayes): Seven FSP staff were kept. Most importantly the Administrative Clerk. There is a Clinician and four Case Managers. This is sufficient staff for the current caseload. This staffing provides sufficient level of care for this team approach.</p> <p>We met with MHS leadership today. MHS determined strong leadership is needed for the programs and they are working on hiring quality leadership now.</p> <p>Q: Are there any peers, consumers in leadership positions? Any jobs available for peers?</p> <p>A: (Warren Hayes) I met with the Anka staff. The Case Managers are individuals with lived experience. They are totally committed to their clients.</p> <p>A: (Dr. White and Suzanne Tavano) Center Point (substance use provider based in San Rafael) and BACS (based in Oakland) are evaluating the situation and determining staffing needs now.</p> <ul style="list-style-type: none"> • Psychiatric Emergency Services (PES) <ul style="list-style-type: none"> ○ There has been stated a concern about the children’s space in PES and a request for MHSA funds to remodel the area ○ We held an emergency meeting with PES a few days ago ○ No one should have to wait to get services 		

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	<ul style="list-style-type: none"> ○ Heard concerns of the unwelcoming environment, the overcrowding and inadequate space for children ○ We need to do something about this ○ Immediately can make the environment and staff more welcoming ○ make staff less stressed so they can be more welcoming ○ Recently we had an extraordinary number of clients ○ We will meet with PES again tomorrow and will discuss a community approach with possibly a Town Hall to establish a shared understanding of the problem and to develop a plan to address the issues ○ Next Tuesday will meet at 3:00 pm at the NAMI location in Concord and will send out an announcement. There will be continued communication with the community and stakeholders. ○ (Suzanne Tavano) PES is a crisis stabilization unit. One of the longest running units in the state. In the state, only 24 counties have this unit. Most do not. Many are more restricted units. We want to do everything to have this unit be a high functioning service to offer the community. We want to keep it open and serve everybody who walks through the door. Our model is an open door to all. As a result, a lot more people are coming through and more situations are presented. We need to keep up with the changes, the times and move forward. ○ (Warren Hayes) CPAW's role is advocacy to bring about change. That is valuable. PES is not controlled by Behavioral Health. CPAW is working correctly. Issues start in CPAW committees. The Agenda Readiness Form (ARF) is part of this process – issues defined. Those issues are presented to CPAW with stakeholder input as advisors to the leadership. Issues 		

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	<p>are then presented to the Behavioral Health Director. Then discussions are made with PES for needed changes and funding.</p> <p>Questions and Comments re PES:</p> <p>Q: Did the Agenda Readiness Form (ARF) have all issues re PES? Do we need another form for additional items? Tuesday meeting open to stakeholders?</p> <p>A: (Warren Hayes) The ARF has the issues defined.</p> <p>A: (Dr. White) Yes stakeholders are invited to the meeting next Tuesday.</p> <p>Comment: It was a privacy issue. Anyone at PES could open the door to the private room. Can see through windows in the area. But that can be an easy fix. Take patients to another area than those rooms.</p> <p>A: (Dr. White) Yes. We can find an immediate then more permanent solution later.</p> <p>Q: Can children get food?</p> <p>A: (Dr. White) Yes. Prepared food or microwavable food (i.e. macaroni and cheese and peanut butter sandwiches)</p> <p>Comment: Want to say thank you to Jennifer Tuipulotu, Candace Collier, Janet Costa and Kathi McLaughlin who spearheaded this point of awareness. Its all of us working together. Something seems like it's really happening. That's great. Appreciation for the new leadership as well. We should thank the young woman who spoke about PES initially and we should update her as to the progress on resolving the issues at PES.</p> <p>Response: (Suzanne Tavano) People's personal stories have impact. Input from the community as how to</p>		

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	<p>resolve issues is valuable. It is important to hear of suggested solutions from stakeholders and the community.</p>		
<p>3. Stakeholder Committee Representatives Sharing Key Topics from Committee Meetings</p> <ul style="list-style-type: none"> • Adults • Alcohol and Other Drug Services • Children, Teens and Young Adults • Housing Committee (Health, Housing & Homeless Services) (H3) • Innovation • Membership • Mental Health Commission • Older Adults • Quality of Care (Mental Health Commission) • Social Inclusion • Suicide Prevention • System of Care 	<p>Committee Updates (Stakeholder Sharing summary sheet which provide updated information from Committees meetings was distributed):</p> <p>Adults – No additional comments</p> <p>Alcohol and Other Drug Services - Representative was not present, no additional comments</p> <p>Children, Teens and Young Adults – No additional comments</p> <p>Housing Committee (H3)– No additional comments</p> <p>Innovation –Still experiencing delays associated with our programs. Innovation programs are approximately five years in duration. The CORE program was approved two years ago and is still not fully implemented. Previously, MHSA funded programs did not have to go through the many County departments and reviews as is required now. The County process can add sometimes a year to getting a program started. This also results in unspent MHSA funds and negative impact on MHSA. We are preparing the Agenda Readiness Form (ARF) and intend to present before CPAW. One solution would be to enable Warren Hayes (Mental Health Program Chief) to approve costs involved in these MHSA funded programs. An Ad Hoc Innovation Committee meeting is scheduled to discuss the ARF for Monday, June 17th at 11:00 am at the MHSA office. Anyone interested is welcome to attend and provide input on these issues.</p> <p>Membership – No additional comments</p> <p>Mental Health Commission – Dr. White presented, Warren Hayes provided an update, Presentation by Dr. Leung on</p>		<p>Committee Representatives</p>

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	<p>the Youth First Episode Psychosis Program which opens this Monday in Pleasant Hill.</p> <p>Older Adults – Representative was not present, no additional comments</p> <p>Quality of Care (Mental Health Commission) – No additional comments</p> <p>Social Inclusion – No additional comments</p> <p>Suicide Prevention – No meeting last month due to the Memorial Day holiday. The next meeting is June 28th.</p> <p>System of Care – Have been focusing on housing and youth recently. We Care program will present the next meeting. Also, on the agenda for next week is PES. Will discuss the Oak Grove Project and the estimate of costs received from the architects and engineers working on this project.</p>		
<p>4. Provider Spotlight: Vicente Martinez Briones Psychology Club</p>	<p>Jennifer Bruggeman:</p> <ul style="list-style-type: none"> • Representatives of Vicente High School unfortunately could not be at this Committee meeting today as it is graduation week • Jennifer Bruggeman provided the presentation for the program • Vicente High School is a continuation and Independent Study high school part of Martinez United School District under Principal Lori Conner • This continuation high school is mental health and wellness focused • Two mental health counselors on staff and 95% of the students received prevention or early intervention service • There is a Psychology Club started a YouTube channel and made podcasts (brochures provided to attendees) • Clips from the student's podcasts (focus on mental health issues) shown 		<p>Jennifer Bruggeman MHSA Program Supervisor</p>

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	<ul style="list-style-type: none"> • These students entered the Directing Change statewide film contest <p>Questions and Comments:</p> <p>Comment: One student was awarded a scholarship for his work in the Psychology Club and speaking before the State Department of Education on Mental Health and education. The students' self-confidence has grown.</p>		
<p>5. Update on Supportive Housing Forum in July</p> <ul style="list-style-type: none"> • Venue, date, time • Identify three to four discussion points and Volunteer Scribes 	<p>Jennifer Bruggeman provided the Update (Handout regarding the upcoming MHSA Community Forums provided to attendees):</p> <ul style="list-style-type: none"> • Supportive Housing Community Forum (July 18th) <ul style="list-style-type: none"> ○ Contra Costa Interfaith Housing will be the community partner ○ Located at Contra Costa College from 2:00 pm to 5:00 PM ○ Community Forum Flyers with Directions on the back distributed ○ Food will be provided ○ Requesting registration through Eventbrite or can just contact MHSA (email or call) to register ○ CCTV will be filming during the forum ○ Live Stream information is on the flyer ○ Translator Services with headsets provided ○ Area designated for resource tables and staff ○ Forum is to obtain information from the community and stakeholders as to what services should be provided for supportive housing ○ Agenda <ul style="list-style-type: none"> ▪ Contra Costa Interfaith Housing will have a panel of residents who will provide a presentation – “Supportive Housing 101” at the beginning of the forum ▪ MHSA will present 		<p>Jennifer Bruggeman, MHSA Program Supervisor</p>

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	<ul style="list-style-type: none"> ▪ Small Group Discussions <ul style="list-style-type: none"> ◇ The CPAW Committee reviewed and discussed possible topics/questions for supportive housing group discussions <ul style="list-style-type: none"> ❖ Services for youth who have not lived alone or those under 25 ❖ A program like STAND that provides services on learning life skills ❖ Discussions re youth that are aging out of the foster care system ❖ Look at demographic groups (family members, consumers) ❖ Transportation needs (i.e. reasonable fee mechanics) ◇ Will need volunteers to be Facilitators and Scribes for each small group discussion (ten groups – total twenty volunteers) <ul style="list-style-type: none"> ❖ Composed a list of attendees who volunteered ❖ SPIRIT volunteers will help also with the set up and take down of forum materials and displays ❖ Additional volunteers can contact Jennifer Bruggeman • Suicide Prevention Community Forum (September 12th) <ul style="list-style-type: none"> ○ The Crisis Center will be the community partner ○ Location will be South County at the San Ramon Community Center in San Ramon • Early Childhood Community Forum (November 14th Tentative Date) <ul style="list-style-type: none"> ○ First Five and Early Childhood Coalition will be the 		

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	<p>community partners</p> <ul style="list-style-type: none"> ○ Location will be East County at the Antioch Community Center ○ Currently scheduled for a Thursday but may reschedule for a Saturday date to accommodate families with young children <p>Questions and Comments:</p> <p>Comment: Can provide information on community gardening. Will provide this information to group in the community (BARI – Bay Area Rental Initiative) that works re housing issues and may be able to share resources.</p> <p>Comment: Need help with navigating the health system.</p> <p>Comment: Need to focus on demographics and needs (if family member, consumer, etc.)</p> <p>Comment: Can we establish an organization that can provide free furniture and other household items for residents. Teach how to get items at lower costs. Many people have used cars. We should prepare a list of reasonably priced mechanics.</p>		
<p>6. Future CPAW Governance – CPAW Members, Consultant or MHSA</p>	<ul style="list-style-type: none"> ● Maria Pappas has been the Facilitator for CPAW meetings and this is her last meeting as Facilitator ● Attendees commented they will miss Maria ● Must now discuss the future of CPAW’s governance ● Warren Hayes <ul style="list-style-type: none"> ○ Maria Pappas has been with CPAW for ten years ○ Cake presented “Thank you Maria, We Will Miss You” ○ We tend not to notice how professionally, positive and on time committee meetings have run ○ Only one or two times during these years Maria was not present and Warren Hayes had to run the meeting. Then he appreciated how Maria ran the meetings. It 		<p>Maria Pappas, Warren Hayes (Mental Health Program Chief)</p>

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	<p>was a lot of work.</p> <ul style="list-style-type: none"> ○ We are heart-broken that she is leaving. But we want to wish her well. ○ We are going to really miss Maria ● Suzanne Tavanno <ul style="list-style-type: none"> ○ Witnessed the meetings prior to a Facilitator (Maria) and the difference thereafter was very dramatic ○ Thank you, Maria, ● We must now determine how the CPAW meetings will be run <ul style="list-style-type: none"> ○ Due to the July 4th holiday and Community Forum in July, the next CPAW meeting will be in August ○ Governance Options <ul style="list-style-type: none"> ▪ Could have a Chair person and there would be a Co-Chairperson (i.e. Mental Health Commission model) ▪ Chair who is a CPAW members and the Co-Chair would be a MHSA staff member (i.e. Systems of Care) ▪ MHSA Team would facilitate the meetings ▪ Hire an outside consultant to be the Facilitator (i.e. Maria Pappas) <ul style="list-style-type: none"> ◇ Personality of Facilitator should set the tone for positive stakeholder participation and input ◇ Personality is a strong factor ○ Discussion on Governance Options <ul style="list-style-type: none"> ▪ Have a Committee member act as Facilitator until process determined <ul style="list-style-type: none"> ◇ MHSA Team will facilitate until determined ▪ Facilitator should not be vested or too involved in topics in this process (be more independent) ▪ Facilitator who can ensure voices are heard and tempers do not flare is important ▪ Facilitator skills important (knowledge base, respectfully manage people in que) 		

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	<ul style="list-style-type: none"> ▪ Do not need to be on the Committee, Board or a County staff member to be a consultant for CPAW ▪ Facilitator should not put own Agenda first, permit all to speak and provide input ▪ During interim can have Committee member and MHSA staff run meetings <ul style="list-style-type: none"> ○ Attendees agreed best to have a Facilitator (i.e. like Maria Pappas) ○ Maria Pappas stated that she has been absolutely humbled to work with Warren Hayes, staff, leadership and “all of you. “ She stated, “You have shared such personal things. I am just blown over by your courage and strength. I have learned a lot from you. More than you would every know. I really do appreciate everyone. Thank you.” 		
7. Public Comment, Announcements, Future Agenda Items	<p>Public Comment:</p> <ul style="list-style-type: none"> • Jo Bruno is this month creating a non-profit in collaboration with Peers in Contra Costa and Alameda Counties. Provided a handout to attendees. Need Peers to participate and be on the Board of this non-profit. • We are going to miss you, Maria. <p>Announcements: None.</p> <p>Future Agenda Items:</p> <ul style="list-style-type: none"> • Jo Bruno indicated she could provide a presentation on Peers and define what it is to be a Peer. How Peers can change the structure of Mental Health public policy. • Families dealing with those with mental illness 	CPAW members and attendees	Maria Pappas, Facilitator
8. Review of Meeting	<ul style="list-style-type: none"> • Review of Meeting: <ul style="list-style-type: none"> ○ Positive comment. Dr. White and Suzanne Tavano stayed throughout the entire CPAW meeting. This is really 		Maria Pappas, Facilitator

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	<p>important. You are able to hear from us. Hear what we see as emerging issues. Thank you very much. Also thank you for the movement on the PES issues.</p> <ul style="list-style-type: none"> ○ Also important to me is that you both stay at the meeting. I will go back and let my clients know. I know you are both involved. Did not see this before. See it now. This has definitely made an impression. ○ The information sharing and dialogue that went on today was very good. A future consultant will have to do this as well. Maria Pappas will be missed. Thank you very much. 		
9. Adjourn	<ul style="list-style-type: none"> • There will be no meeting in July due to the July 4th holiday and the MHSA Community Forum to be held July 18th (Supportive Housing – San Pablo). The next CPAW meeting will be August 1st from 3:00 pm to 5:00 pm. 		Warren Hayes, Mental Health Program Chief