



## 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, February 19, 2015 ♦ 3:00-4:30**  
**1340 Arnold Drive, Ste. 112, Downstairs 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

- I. 3:00 Call to Order / Introductions**
- II. Public Comments**
- III. Commissioner Comments**
- IV. Announcements**
- V. Approval of the January 29, 2015 Minutes *Action Item***
- VI. Finalize 2014 Committee Accomplishments for Annual Report *Action Item***
  - 1) Develop an action plan whereby Contra Costa adult consumers can receive free dental service**

Received and disseminated information regarding which adult dental services are to be restored through Denti-Cal starting May, 2014.
  - 2) Evaluate gaps in medical, psychiatric, social and cultural services**
    - Reviewed 2013 Quality Improvement & Plan Evaluation, discussed committee questions with Quality Improvement & Evaluation staff and made recommendations for 2014 Quality Improvement Work Plan.
    - Following a consumer/family member expression of concerns, followed up on Community Care Licensing Complaint Investigation Report re: Crestwood, Pleasant Hill; received regular updates from Crestwood representative on how issues are being addressed.
    - Discussed concerns re: consumer-reported criminal activity in the Ellis Lake area with City Councilmember Edi Birsen and Concord Police Sergeant Gartner.
  - 3) Advocate for physical accessibility of services**

Discussed consumer transportation concerns and made recommendations re: improving consumer transportation options; Planned to work jointly with CPAW transportation committee in 2015.
  - 4) Address oversight and accountability of out-of-county placements and receive information from community advocates as available.**



Received updates re: Children's/TAY issues from Vern Wallace including status of in-county housing; update on AOD program; length of stay in PES; safeguards for youths at Juvenile Hall; protocol for school interventions.

**VII. Finalize 2015 Committee Goals for Annual Report *Action Item***

- 1) Develop an action plan whereby Contra Costa adult consumers can receive free dental service**
- 2) Evaluate gaps in medical, psychiatric, social and cultural services**
- 3) Advocate for physical accessibility of services**
- 4) Advocate for accountability of out-of-County placements and for expansion of in-County facilities to bring them home.**
- 5) Explore concerns for special populations, consumers who have chronic health difficulties, developmental disabilities and mental health problems and seniors**

**VIII. Discuss Resources and Deliverables for 2015 Goals (Sample template below)**

Goal	Resources	Deliverables
1) Develop an action plan whereby Contra Costa adult consumers can receive free dental service		
2) Evaluate gaps in medical, psychiatric, social and cultural services	Psychiatric Services: Kristine Girard, M.D. Chief Psychiatrist, CCRMC  Quality Improvement Plan: Ziba Rahimzadeh, Ph.D., BHS Provider Services Manager Erin McCarty, MPH, MH Project Manager	<ul style="list-style-type: none"> <li>• Increasing time for initial psychiatric assessments</li> </ul>
3) Advocate for physical accessibility of services	Transportation Committee Michelle Norbori, BHS Planner/Evaluator Susan Medlin, OCE Coordinator	
4) Advocate for accountability of out-of-County placements and for expansion of in-County facilities to bring them home.	Victor Montoya, MHA Adult/Older Adult Program Chief Vern Wallace, LMFT, MHA Children/Adolescent Program Chief	
5) Explore concerns for special populations, consumers who have chronic health difficulties, developmental disabilities and mental health problems and seniors		

- IX.           Items for March 19<sup>th</sup> Quality of Care Committee Agenda**  
Develop letter to Concord PD/Concord City Council (*Action Item*)  
Discuss MHA Quality Improvement Plan Areas of Concern (for April guests)
- X.            Items to forward to the March 12<sup>th</sup> MHC Meeting**
- XI.   4:30   Adjourn Meeting**