

**DATA COMMITTEE
MONTHLY MEETING MINUTES
November 7th, 2018 – FINAL**

Agenda Item / Discussion	Action /Follow-Up
<p>I. Call to Order / Introductions Committee Chair, Cmsr. Joe Metro, called the meeting to order @ 3:16pm</p> <p><u>Members Present:</u> Chair- Cmsr. Joe Metro, District V Cmsr. Sam Yoshioka, District IV Cmsr. Barbara Serwin, District II Cmsr. Doug Dunn, District III</p> <p><u>Other Attendees:</u> Warren Hayes, Mental Health Services Act (MHSA) Program Manager Roberto Roman, Office for Consumer Empowerment Sarah Kennard, Executive Assistant to the Mental Health Commission</p>	<p>Complete Audio Recording available from Executive Assistant</p>
<p>II. PUBLIC COMMENTS- none</p>	
<p>III. COMMITTEE CHAIR ANNOUNCEMENTS/COMMENTS- none</p>	
<p>IV. Approval of October 3rd, 2018 minutes.</p> <ul style="list-style-type: none"> • J. Metro moved to approve the minutes, seconded by B. Serwin. • Vote: 4-0-0 Ayes: S. Yoshioka, B. Serwin, J. Metro (Chair), D. Dunn Abstain: none Absent: none 	<p>Agendas and minutes can be found at: https://cchealth.org/mentalhealth/mhc/agendas-minutes.php</p>
<p>V. DISUCSS Access to Care section of current draft of data dashboard model- with Warren Hayes, MHSA Program Manager</p> <ul style="list-style-type: none"> • J. Metro (Chair) expressed his methodology for analyzing the data dashboard document and noted that for this meeting's discussion he wanted to walk through the data to-date starting with the access to care section and the changes made to that area from the last meeting, then to move through the other sections as a brief overview. • W. Hayes discussed that the document has been reviewed with Dr. M. White, Acting Behavioral Health Director, and that the intent of this quarterly report is to understand how metrics interact with and impact one-another, and then create data trends and indicators. On the first page of the document, Request for Services, initial intake and request metrics are documented, which leads into the Access to Care tracking page. In the Staffing Capacity and Finance Sections, levels of care and per-program costs and resources are tracked. In the Service Provided Area, the sorting mechanism was by level of acuity. In the Quality Assurance Area, there is an overview of demographics and customer/client satisfaction feedback measured qualitatively and quantitatively. The last section of the document, Topical Areas of Interest gives a sense of topics relevant to the Behavioral Health Director and the Mental Health Commission, which can change with each issuance of the report. • The Committee discussed the Access to Care Section. At the last meeting, the 4th Qtr. 17-18 data was populated. As of this meeting, the second column in each field for 1st Qtr. Fiscal Year 18-19 has been populated. W. Hayes noted that at the header of each section the State standard is listed for compliance comparison. B. Serwin inquired on how these services are coded (Urgent, Routine, and Psychiatry). W. Hayes stated that the County-Operated Access 	

<p>Line types these service requests through communication with a licensed professional. The clinician that is performing the assessment and appointment scheduling determines the code type. Whereas the Request for Service tab documents indicators of need, the Access to Services tab looks at the appointment responsiveness. Additionally, the metrics in this document are not able to capture those on-site assessments provided by the Rapid Access Counselors at each clinic.</p> <ul style="list-style-type: none"> • B. Serwin discussed the importance of understanding not just service performed, but also how to measure and impact the no-show rate for individuals who are scheduled appointments through the Access Line and the clinics but do not attend. W. Hayes stated that this document can always add some description or trend analysis. B. Serwin also discussed that this document could also eventually evolve into multiple reports that highlight more data and groupings. • B. Serwin and D. Dunn requested that a point of contact from Contra Costa Regional Medical Center Psychiatric Emergency Services be invited to a future meeting to discuss how data is managed/tracked at that facility. 	<p>B. Serwin moved to develop a working document of discussed items to report to full Mental Health Commission. Seconded by J. Metro (Chair). 4-0-0.</p>
<p>VII: Adjourned Meeting at 4:29pm</p>	