



**MADERA COUNTY BEHAVIORAL HEALTH BOARD
AGENDA**

JUNE 20, 2018

**MADERA COMMUNITY HOSPITAL,
1250 E. ALMOND AVE., MADERA, CA.**

11:30 AM

Supporting documents relating to the items on this agenda that are not listed as "Closed Session" are available through the County of Madera website at <http://www.madera-county.com/mentalhealth/>

The documents are also available at the Office of the Clerk of the Board of Supervisors, 200 West Fourth Street, Fourth Floor, Madera, CA 93637.

Please note that supporting documents may be submitted after the posting of the agenda; please visit the County website or the Office of the Clerk of the Board of Supervisors for updates.

In compliance with the American with Disabilities Act (ADA), auxiliary aids and services for this meeting will be provided upon request when given three-day notice.

BOARD MEMBERS WHO WILL NOT BE ATTENDING ARE ASKED TO CALL SABRINA NEWLON AT 673-3508, EXT. 1278, BY NOON ON THE MONDAY PRIOR TO THE MEETING

CALL TO ORDER

A. ROLL CALL

B. APPROVAL OF MINUTES

May 16, 2018 meeting

C. ANNOUNCEMENTS

D. PUBLIC COMMENT PERIOD

The Public may address the Board on any matter pertaining to County Behavioral Health Services that is not on the agenda; however, the Board is prohibited by law from taking any substantive action on matters discussed that are not on the Agenda. Each person is limited to 5 minutes.

E. EDUCATIONAL PRESENTATION – 30 minutes

Eugene Bell, Executive Director, Kings View Skills4Success

F. DISCUSSION/ACTION ITEM

1. Nomination of officers; Chairman and Vice Chairman
2. Election of Officers; Chairman and Vice Chairman

G. REPORTS

The Chairperson and/or Committees may report about various matters involving County Behavioral Health Services. There will be no Board discussion except to ask questions or refer matters to staff. No action will be taken unless listed in a previous agenda.

1. MISC. REPORTS - Each report is limited to 10 minutes.

Performance Outcomes Quality Improvement (POQI) Report Spring 2018 – Attached for review.

2. BHS PROGRAM REPORT -10 Minutes

Valerie De La Fuente, RNII, Medical Program Supervisor.

3. CHAIRPERSON/COMMITTEE REPORTS (Committee Chair)

a. Standing Committees

- 1.) Executive Committee (Chair, Vice-Chair & AOD Committee Chair)
- 2.) AOD Committee (Don Horal, Loraine Goodwin)
- 3.) Membership/Nominating Committee (Steve Mortimer)

b. Ad Hoc Committees

- 1.) Strategic Planning (Karen Scott)
- 2.) Outreach (Loraine Goodwin)

H. DIRECTOR'S CORNER – Dennis P. Koch, MPA Director, Behavioral Health Services

The Behavioral Health Services Director will report to the Board about various matters involving County Behavioral Health Services. There will be no Board discussion except to ask questions or refer matters to staff, and no action will be taken unless listed on a previous agenda.

I. ITEMS FOR FUTURE AGENDAS

BHS Dashboard Report 2018
Program Objectives and Outcomes
Total Health Plan Progress Report
Update on No Place Like Home

J. CONFIRMATION OF MEETING DATE/ADJOURNMENT

The next meeting will take place on **July 18, 2018 at 11:30 am at Hope House 117 North R Street, Suite 103, Madera, CA 93638**

PACKET ATTACHMENTS:

Behavioral Health Board Minutes May 16, 2018.

Performance Outcomes Quality Improvement (POQI) Survey from 2012 to Spring 2018

MEMBER ATTACHMENTS:

Attendance Record

Meeting Dates and Locations

ARTICLES/DOCUMENTS OF INTEREST

CBHDA Weekly Updates

Hope House Calendar

Contact Information:

Madera County Behavioral Health Services

PO Box 1288

Madera, CA 93639

(559) 673-3508

Director: Dennis P. Koch, MPA

Board Recording Secretary: Sabrina Newlon, Administrative Analyst.



**MADERA COUNTY
BEHAVIORAL HEALTH BOARD
MEETING MINUTES
MADERA COMMUNITY HOSPITAL
1250 E. ALMOND AVE., MADERA, CA
MAY 16, 2018
11:30 AM**

CALL TO ORDER

PUBLIC HEARING AND CLOSURE OF PUBLIC COMMENT PERIOD

No public comment.

A. ROLL CALL

Present: Chuck Doud, Glenna Jarvis, Steve Mortimer, Nancy Lyday, Eric Oxelson, Dawn Garcia, Minnie Aguirre, Loraine Goodwin, Don Horal, Rick Farinelli
Absent Excused: Ken Butler, Karen Scott, Andrea Shepherd Vera Coffeen,
Also Present: Dennis P Koch Director, Missie Rhinehart, LCSW, David Weikel, Psy.D, and Sabrina Newlon – BHS, Annette Hale and Jane Winning VP, Madera Community Hospital.

B. APPROVAL OF MINUTES

The March 18, 2018 and April 18, 2018 minutes were approved as submitted.

C. ANNOUNCEMENTS

NONE

D. PUBLIC COMMENT PERIOD

NONE.

E. EDUCATIONAL PRESENTATION

Annette Hale, Emergency Room Director of Madera Community Hospital introduced herself and Jane Winning VP, Chief Nursing Officer. A power point presentation was shared giving statistics of the amount of 5150 patients that have been seen in the Emergency Department (ED). There has been a decrease over the last year. The majority of patients seen for 5150's are in the 31-40 year old range. The process for all ED patients who are on a 5150 hold was outlined. A medical screening exam and a panel of labs are ordered. If there are no medical concerns the doctor clears the patient to be seen by a Mental Health Crisis worker. The mental health crisis worker assess the patient and determines a plan of care. The plan is discuss with the Physician on duty and the RN/charge nurse in the ED Any concerns with the plan are then addressed A safe discharge includes a contract for safety, a place to stay, and a follow up plan for Mental Health services. Some issues in the ED are that some patients come to the ED needing placement and are in the ED for days. This is usually due to no bed being available. Some are "difficult" to place due to pregnancy, violent behavior or medical problems. Madera Community Hospital has an area available that have 3 to 5 rooms that are cleared and awaiting discharge or placement. The area is more secure and is quieter. There

is a very good working relationship with Behavioral Health Services. Having a consistent Crisis Worker has been extremely helpful for the patients.

F. DISCUSSION/ACTION ITEMS

- 1. Mental Health Service Act (MHSA) 3 Year Plan Approval** – David Weikel, Psy.D/BHS Program Supervisor – David briefly explained, the plan makes it possible to continue what is being done and then the innovation piece of the plan will bring new ideas of how BHS and partners can improve services. The MHSA plan is moving from Prevention and Early Intervention to a Trauma Informed Community Building Plan. May 23, 2018 there will be a movie shown at the Department of Social Services building at 1:00pm, the movie brings a great understand of what a Trauma Informed plan looks like. A motion was made by Dawn Garcia, and 2nd by Nancy Lyday to approve the 3 Year Plan. Motion carried The Behavioral Health Board would like to have a concise summary of the 3 year plan and have an item place on the July agenda regarding where are priorities being place.
- 2. Consideration of Appointing Member to Draft Behavioral Health Board Annual Report:** Glenna Jarvis volunteered to the Draft the Behavioral Health Board Annual Report. Sabrina will send Glenna the Agenda's for the past year.
- 3. Behavioral Health Services (BHS) Budget Overview/Consideration of Approval:** Dennis Koch, Director reported that there are not many changes to the budget. The largest budget increase is due to outpatient hospitalization. There will be 7 new staff positions added, however they will not be currently filled. There is a reserve, however BHS is not a bank, and therefore wanting to balance the utilize funds for services but also have funds available should funding decrease, instead of layoffs and closing programs. A motion was made by Nancy Lyday and 2nd by Glenna Jarvis to approve the FY 2018-19 BHS Budget. Motion carried.
- 4. Appointment of Board Member to Review the Bylaws.** The Board table the review of the Bylaws, as there are no changes that are necessary.
- 5. Appointment of a Nominating Committee** to present a slate of candidates for Chairman and Vice Chairman. Dawn Swinton Garcia agreed to be the Nominating Committee.

G. REPORTS

- 1. MISC. REPORTS**
- 2. BEHAVIORAL HEALTH SERVICES (BHS) PROGRAM REPORTS**

Missie Rhinehart, LCSW Division Manager oversees Managed Care, Medical Services, Front Desk and Crisis Services. Missie gave an update on Crisis Services at Valley Children's Hospital (VCH). VCH approached BHS on handling 5150's on their own according to regulations. The Director of BHS has the authority to appoint a designee to evaluate and assess 5150. Beginning May 1, 2018 VCH is handling their own 5150's. Madera County Behavioral Health Services is still contacted if the child is a Madera County resident. BHS has been instrumental in training the VCH staff.

Missie reported on a training that all BHS staff are being train on and that is De-Escalation. The Policy and Procedure CLN 14:00 Response To Unmanageable Clients, were distributed and a handout of CPI'S Top 10 De-Escalation Tips. It was explained that de-escalation can help in not having to get to the level that staff have to use CLN

14.00. Most clinicians have training in this area, but the tips are serving as a reminder and for those who have not been trained, it provides helpful information.

3. CHAIRPERSON / COMMITTEE REPORTS

a. Standing Committees

1. Executive Committee (Chair, Vice-Chair & AOD Committee Chair)
No report.
2. AOD Committee (Don Horal, Loraine Goodwin)
No report.
3. Membership / Nominating Committee (Steve Mortimer)

b. Ad Hoc Committees

1. Strategic Planning (Karen Scott)
2. Outreach (*Loraine Goodwin)

H. DIRECTOR'S CORNER – Dennis P. Koch, MPA Director, Behavioral Health Services

Dennis reported on technology that will be used going into the future. There are chat rooms that have a listener which help in keep a good direction. There is also a cell phone application that has the capability of being able to determine if a person is starting to have a crisis. Dennis will bring in a short video that shows these future technological advances and how they operate. Dennis also reported that there are two grants that have been received. The first grant helps to backfill the 10 Beds at the Madera Rescue Mission. The original grant was out and this grant will take its place. The second grant is to add an additional mobile crisis worker. The Community Corrections Partnership committee has matching dollars to add a Mental Health project at the Jail. This target date will be in 2022.

ITEMS FOR FUTURE AGENDAS

Program Objectives and Outcomes

Data Notebook 2018

Total Health Plan Progress Report

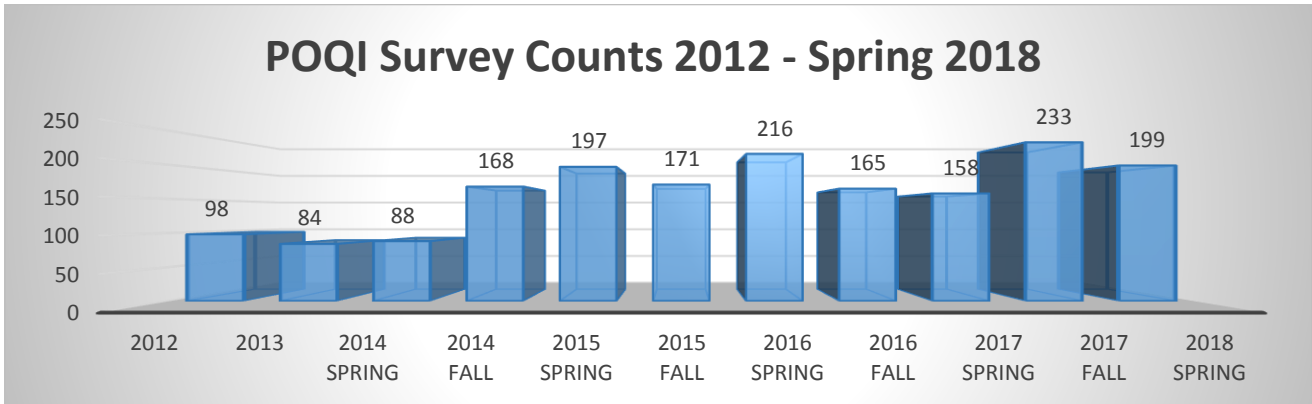
Homelessness

The point in time count

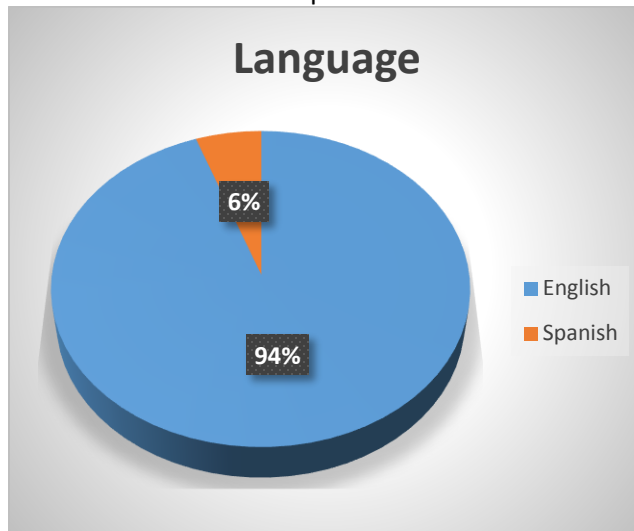
J. CONFIRMATION OF MEETING DATE/ADJOURNMENT

The meeting was adjourned at 01:00 pm. The next meeting will take place on **June 20, 2018 at 11:30 am at Madera Community Hospital, 1250 E. Almond Ave., Madera, CA**

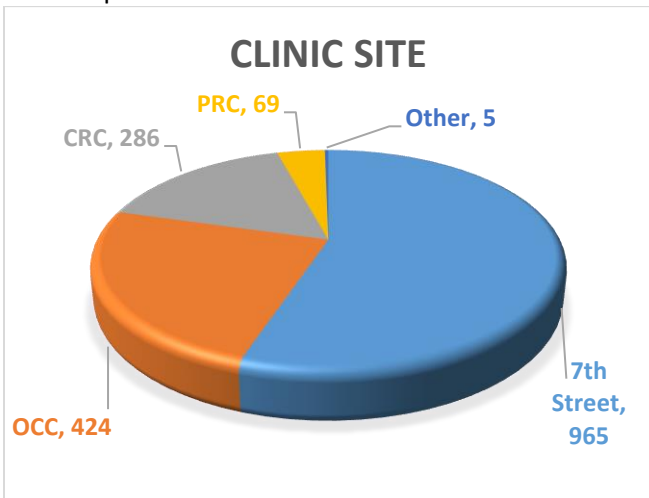
Year to Date
POQI Surveys from 2012 to Spring 2018
Total Number of Surveys = 1777



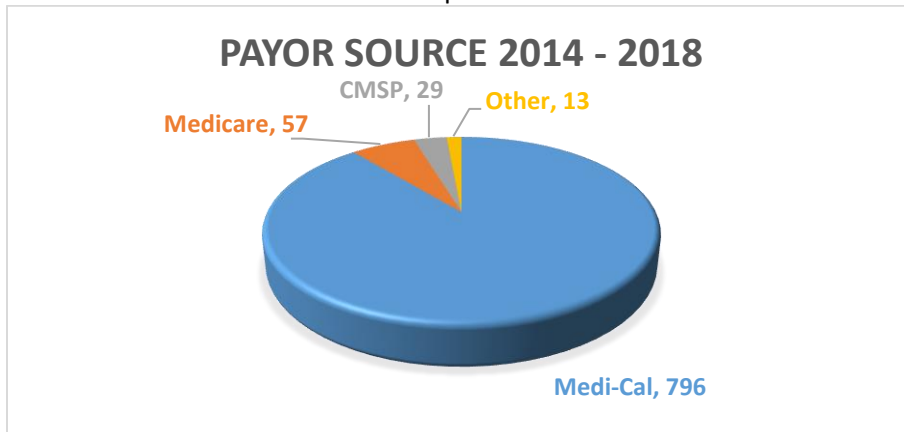
94% Response Rate



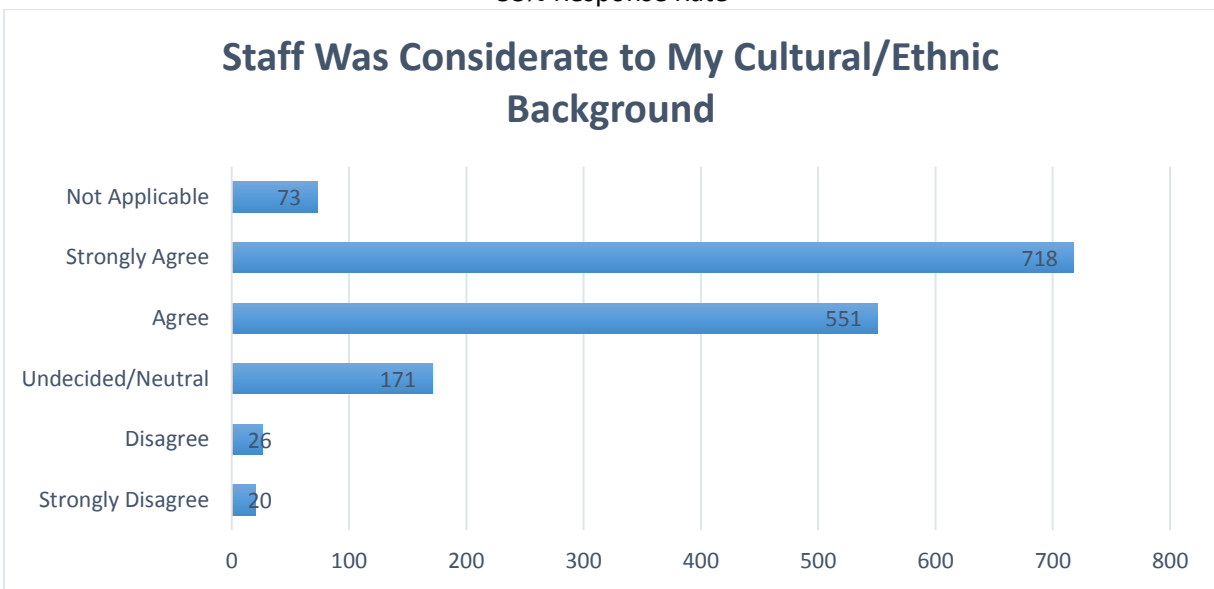
98% Response Rate



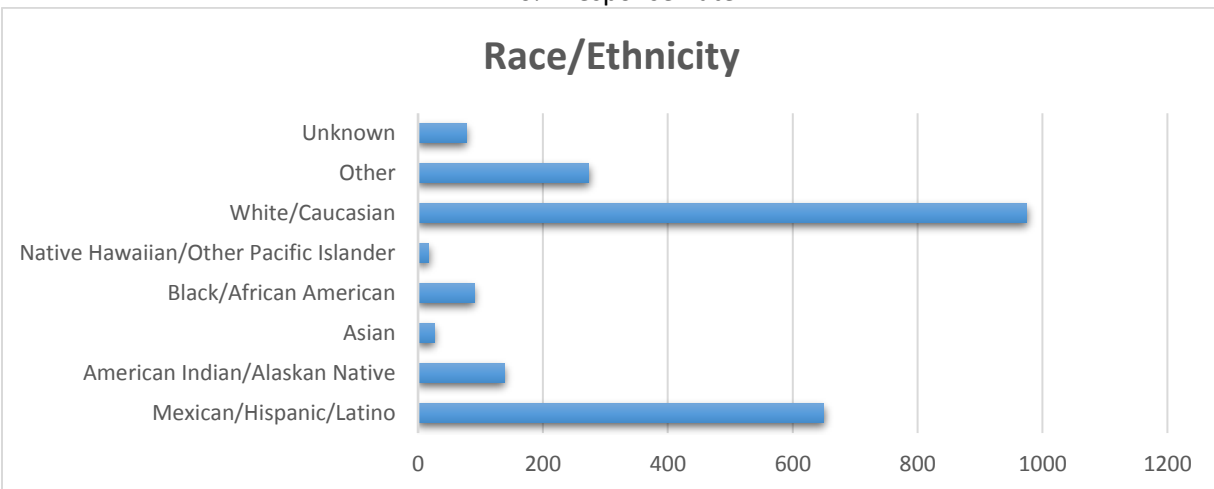
50% Response Rate



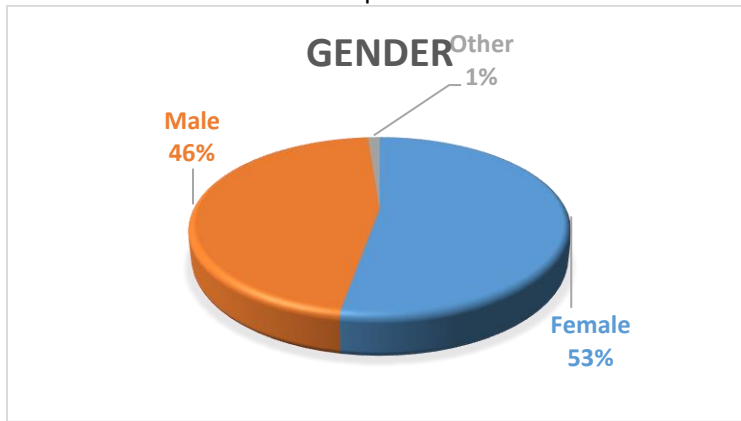
88% Response Rate



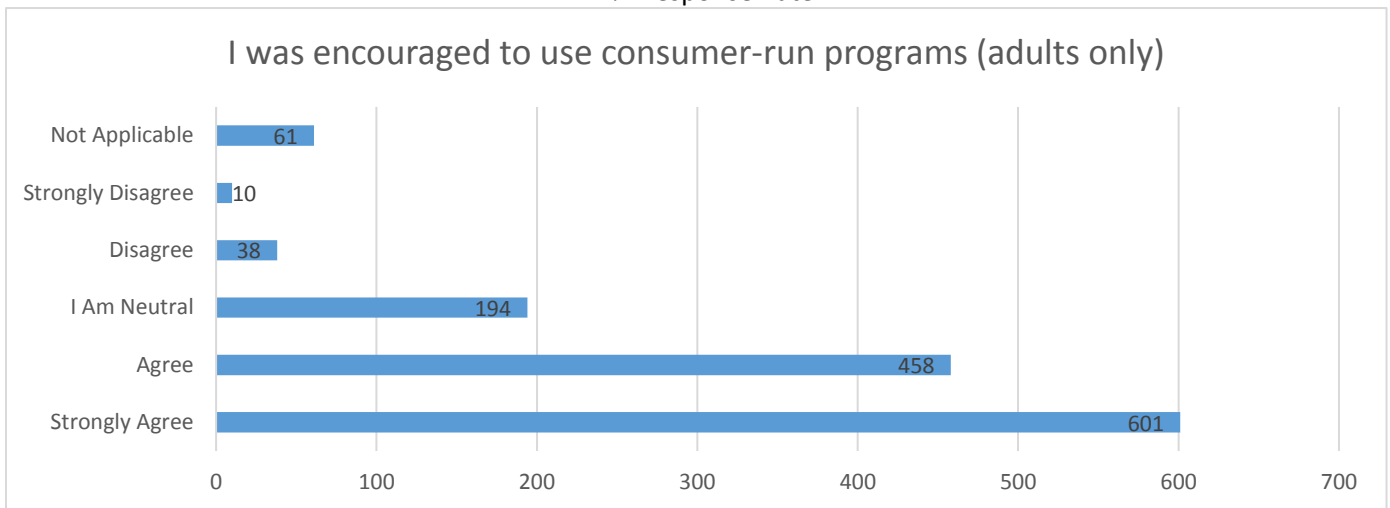
126% Response Rate



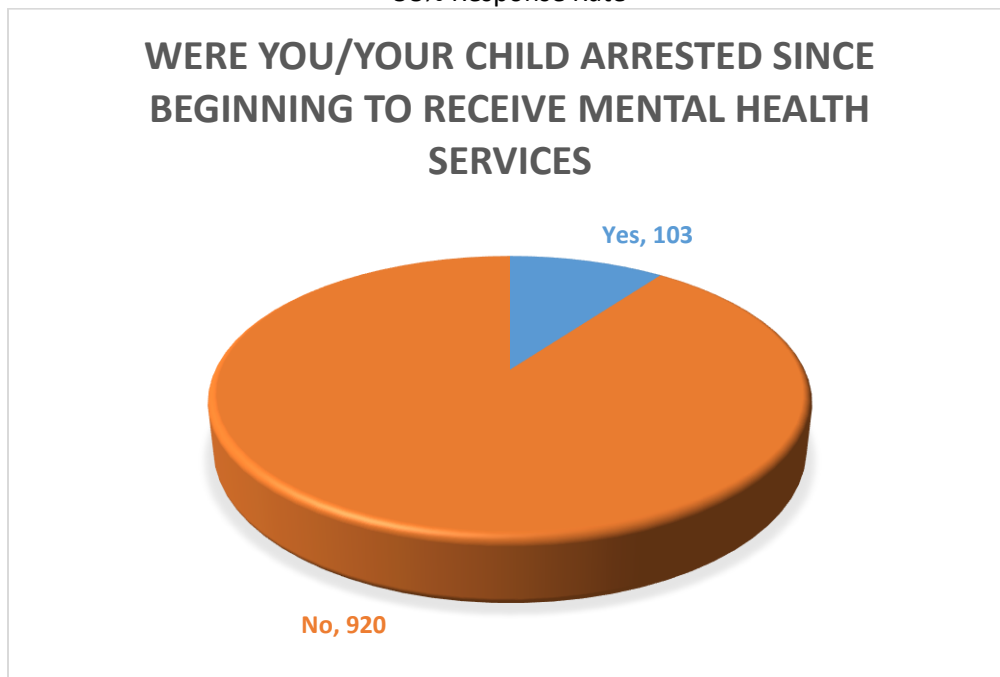
88% Response Rate



77% Response Rate

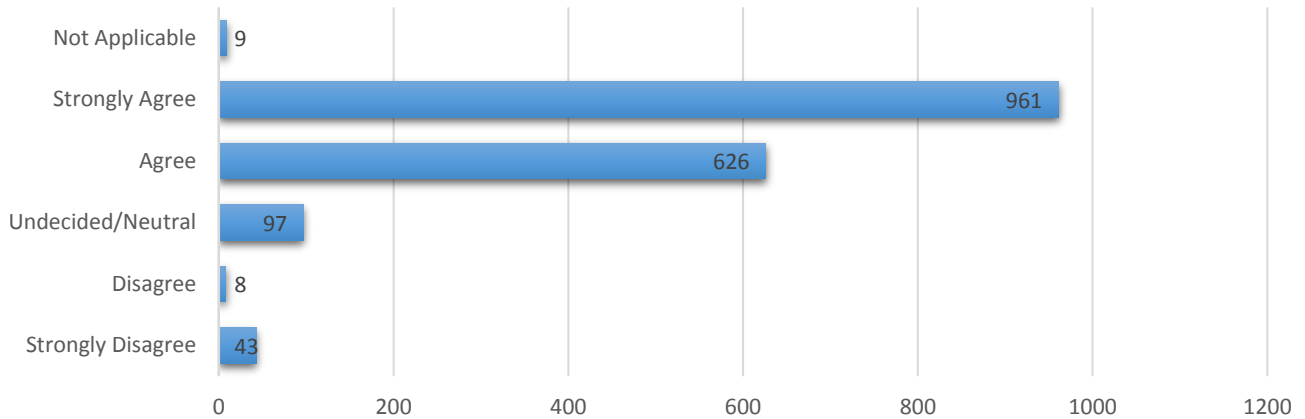


58% Response Rate



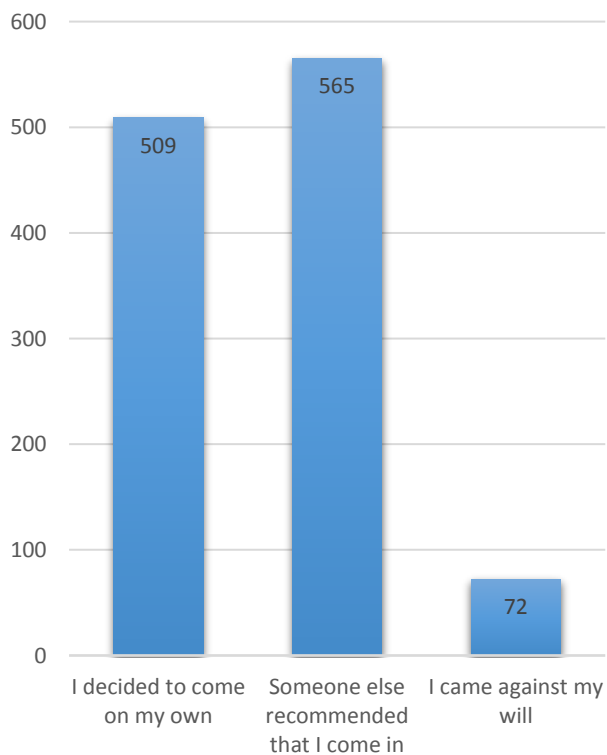
98% Response Rate

I like/ Overall I am satisfied with the services received here (BHS)



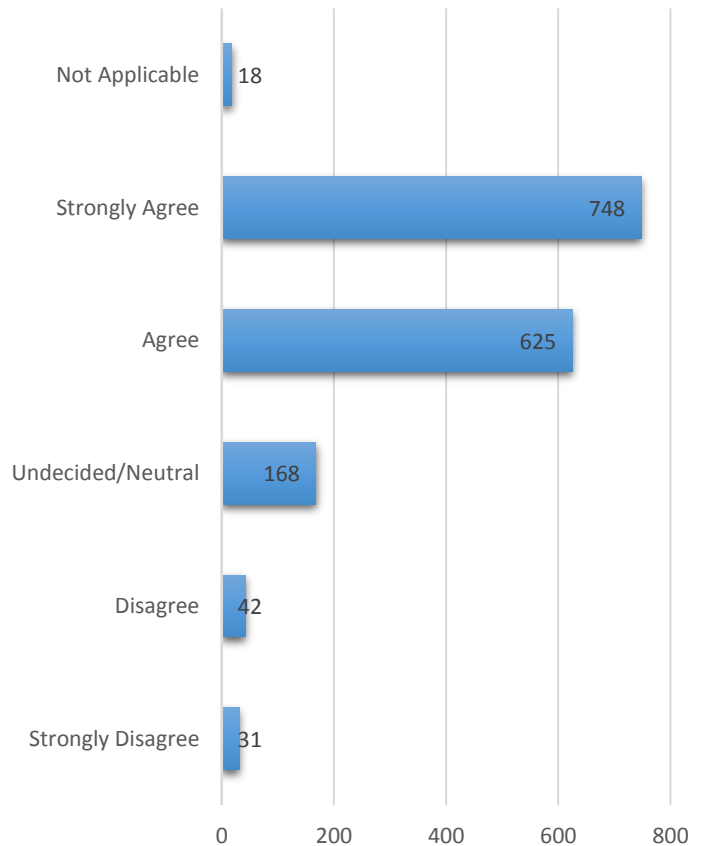
64% Response Rate

What was the primary reason you became involved with this program? (adult only)



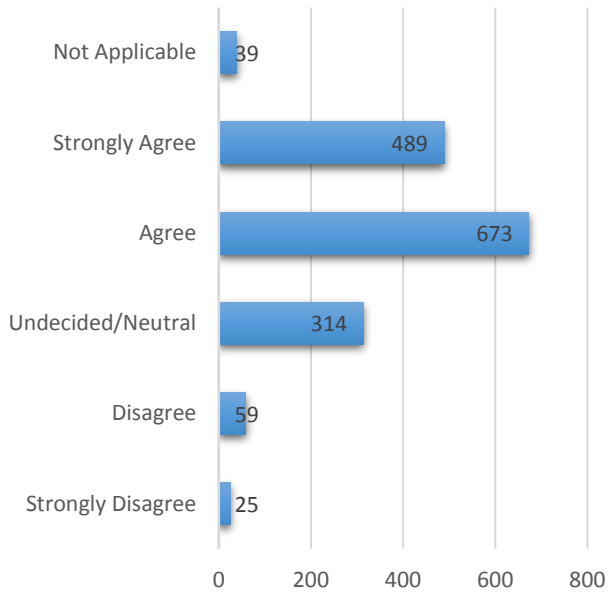
92% Response Rate

I got/my child got the help I/we /thought I/we needed



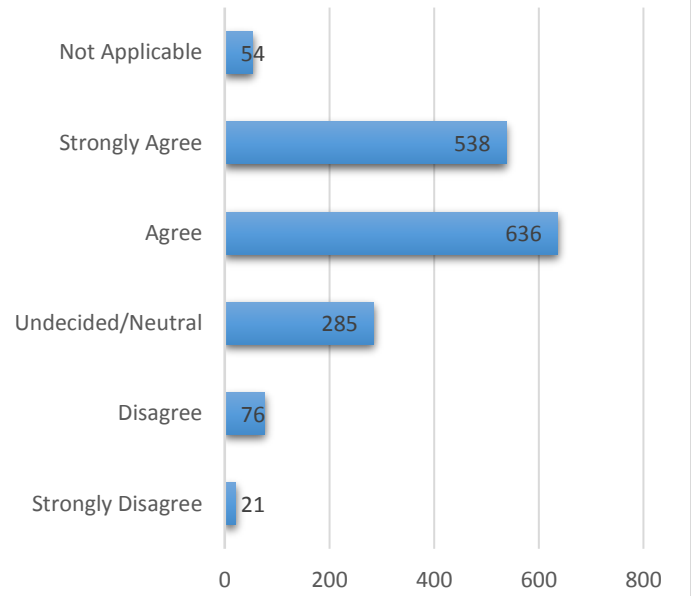
90% Response Rate

Better at/more effectively handling daily life/problems



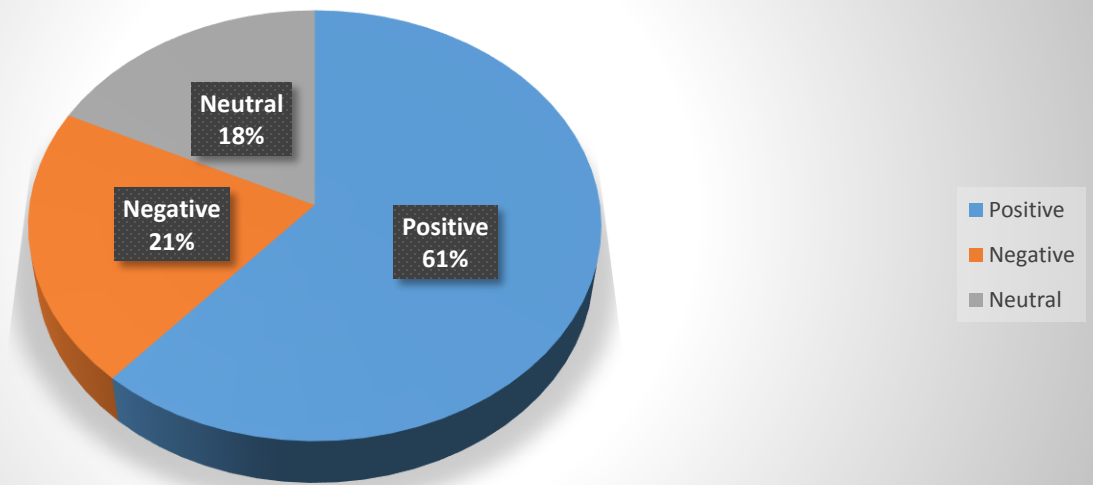
91% Response Rate

In crisis, I would have the support I need from family or friends.

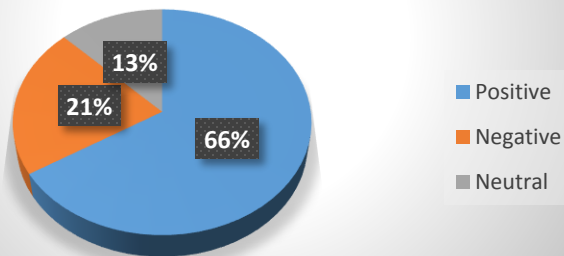


Client Feedback
Narrative Trends

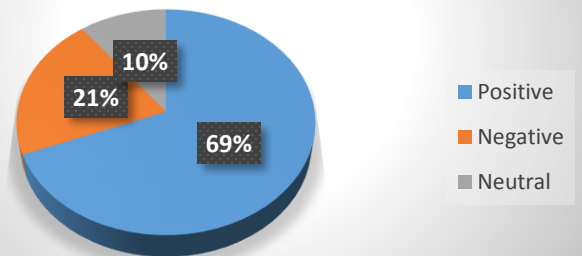
POQI Overall Satisfaction Comments 2012 - 2018



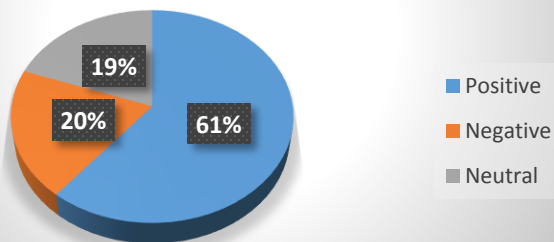
Adult POQI Overall Satisfaction Comments 2012 - 2018



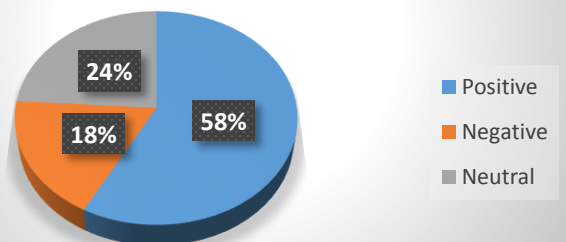
Older Adult POQI Overall Satisfaction Comments 2012 - 2018



Youth for Families POQI Overall Satisfaction Comments 2012 - 2018



Youth POQI Overall Satisfaction Comments 2012 - 2018



Spring 2018 Survey Data Only

Issues

1	I think it is unfortunate that the turnover is so high. I have seen more than four different counselors, three left abruptly.
2	Just as I was making/feeling progress, I was encouraged to cut back on sessions. There is simply not enough participation/consistency in group peer/sessions.
3	Parking stinks for the disabled. Security told me I could not park in front spaces but exempt plate cars do and I have handicapped plate

Likes

1	I love it here I always get the help I need
2	Courtney is very understanding and not intimidating
3	people are very respectful
4	I like the respect staff treat me with
5	I love talking with my therapist because she is very helpful so are others
6	positive feedback
7	Thank you and god bless
8	I like the staff here
9	I want to thank the therapist for focusing on the positive and understanding some things are out of my control but that I can always learn to grow beyond them. I have a lot of learning to do and I'd like to continue doing so.
10	Everyone has help my child
11	Everyone's friendly and welcoming
12	I'd like you to know that Hilda is an excellent person as a professional and has helped my children 100%
13	I am very grateful for the services you have provided to me
14	I love the help here!
15	The services I have received thus far have helped me to understand and recognize why I did some of the things I was doing.
16	You do really good job here in this facility
17	I get very good information on addiction, its symptoms and how to manage the disease without using.
18	The counselors are great, very comfortable to speak to. The only issue I've had in the past is getting an appointment. The appointments are way out.
19	I thank behavioral health for everything they have done.
20	I'm still continuing the service, started in April 2018
21	I like this place and my counselor. I would recommend this place to anyone. It does help if a person gives it a chance. It did for me.
22	I'm fine with the services I receive. No complain
23	Everything is well and my classes are working out
24	I am a believer in the power of the mind to heal itself. Madera Behavioral Health has EXCELLENT classes and programs, thank you.
25	I like the counselor I have he gives a positive outlook that makes my future looking better
26	I feel Jake is the best counselor
27	I think this program is helping me for the better. It is helping me be a better person and how to stay clean.
28	Great place wonderful people staff is amazing
29	Staff is really nice
30	I appreciate deeply the rides that I receive from Pine Recovery. I couldn't have done it without you.
31	Thank you

32	Sarah Wiens is Awesome!
33	Everyone here is positive and very helpful and go above and beyond to help!
34	Efficient program
35	Great clinic. Very happy with staff. Recommend highly.
36	Liked the groups in addition to my private counseling.
37	Victoria's up beat guidance is helping me solve my problems. She really does a good job!
38	They give you new ways to open up and learn ways to cope better. It's a good service.
39	I really need the help from Victoria just talking to her help me so much to focus on my issues on hand and trust the Lord and follow him.
40	I think that the people here are amazing and the services provided help so much. I have only positive things to say about this place!
41	So far my tx has been good. I have only been for a couple of months, but am pretty satisfied with the care I'm receiving.
42	Valerie is amazing at what she does!
43	Valerie deserves a raise!!!
44	This whole place has changed my family's' and my life for extreme better.
45	I feel comfortable with the staff and the facility. All those involved in my care, including the front desk, are very caring. I am grateful and blessed for this facility
46	Staff here have been very attentive to my needs, not only my mental health needs but my physical needs as well. When one is out of whack, all is not right!
47	This center is of immense help to the community
48	I thank you for these services have helped a lot.
49	The staff is professional and also friendly. Hard combination to achieve sometimes, but they do well.

Kudos to those mentioned by our clients:

Victoria Kubal
Valarie Shaffer
Jake Gonzales
Hilda Espinoza
Sarah Weins
Courtney Contreras

