



**NOTICE OF PUBLIC MEETING – County of Santa Cruz  
MENTAL HEALTH ADVISORY BOARD**

**OCTOBER 20, 2022 ♦ 3:00 PM-5:00 PM**

**HEALTH SERVICES AGENCY**

**1400 EMELINE AVENUE, BLDG K, ROOM 207, SANTA CRUZ, CA 95060**

**THE PUBLIC MAY JOIN THE MEETING BY CALLING (831) 454-2222, CONFERENCE ID 889 159 047#**

Xaloc Cabanes Chair 1 <sup>st</sup> District	Valerie Webb Member 2 <sup>nd</sup> District	Michael Neidig Member 3 <sup>rd</sup> District	Serg Kagno Co-chair 4 <sup>th</sup> District	Jennifer Wells Kaupp Member 5 <sup>th</sup> District
Laura Chatham Member 1 <sup>st</sup> District	Maureen McCarty Member 2 <sup>nd</sup> District	Hugh McCormick Member 3 <sup>rd</sup> District	Antonio Rivas Member 4 <sup>th</sup> District	Jeffrey Arlt Secretary 5 <sup>th</sup> District

Supervisor Greg Caput Board of Supervisor Member	
Tiffany Cantrell-Warren Interim Behavioral Health Director	Karen Kern Director of Adult Behavioral Health Services

**IMPORTANT INFORMATION REGARDING PARTICIPATION IN THE  
MENTAL HEALTH ADVISORY BOARD MEETING**

The public may attend the meeting at the Health Services Agency, 1400 Emeline Avenue, Room 207, Santa Cruz. All individuals attending the meeting at the Health Services Agency will be required to use face coverings regardless of vaccination status. Individuals interested in joining virtually may click on this link: [Click here to join the meeting](#) or may participate by telephone by calling (831) 454-2222, Conference ID 889 159 047#. All participants are muted upon entry to prevent echoing and minimize any unintended disruption of background sounds. This meeting will be recorded and posted on the Mental Health Advisory Board website.

If you are a person with a special need, or if interpreting services (English/Spanish or sign language) are needed, please call 454-4611 (Hearing Impaired TDD/TTY: 711) at least 72 hours in advance of the meeting in order to make arrangements. Persons with disabilities may request a copy of the agenda in an alternative format.

Si usted es una persona con una discapacidad o necesita servicios de interpretación (inglés/español o Lenguaje de señas), por favor llame al (831) 454-4611 (Personas con Discapacidad Auditiva TDD/TTY: 711) con 72 horas de anticipación a la junta para hacer arreglos. Personas con discapacidades pueden pedir una copia de la agenda en una forma alternativa.

## AGENDA

### **3:00 Regular Business**

- I. Roll Call
- II. Public Comment  
(No action or discussion will be undertaken *today* on any item raised during this Public Comment period except that Mental Health Board Members may briefly respond to statements made or questions posed. Limited to 3 minutes each)
- III. Board Member Announcements
- IV. *Approval of September 15, 2022 minutes\**
- V. *Adoption of AB361 – Resolution Authorizing Teleconference Meetings\**
- VI. Secretary's Report

### **3:15 Standing Reports**

- I. Board of Supervisors Report – Supervisor Greg Caput
- II. Behavioral Health Report – Tiffany Cantrell-Warren, Interim Behavioral Health Director and Karen Kern, Director of Adult Behavioral Health Services
- III. Committees
  - A. Standing Committees
    1. Budget Committee
      - [The review of any county agreements entered into pursuant to Section 5650](#) and compare contracts to the report "[Roadmap to the Ideal Crisis System](#)" guidance.
      - Section 5650 (a) The State Department of Health Care Services and each county shall have a performance contract for community mental health services, the Mental Health Services Act, the Projects for Assistance in Transition from Homelessness grant, the Community Mental Health Services Block Grant, and other federal grants or other county mental health programs.
    2. Ideal Crisis System
    3. Community/Publicity
  - B. Ad Hoc Committees
    1. Peer Support Certification
    2. 9-8-8
- IV. Patients' Rights Report – George Carvalho, Patients' Rights Advocate for Advocacy, Inc.

### **4:15 New / Future Agenda Items**

- I. Letter of appreciation for former BH Director Erik Riera
- II. Letter of appreciation/recommendation for former Member-At-Large Marlice Velasco
- III. 2022 Data Notebook

### **5:00 Adjourn**

*Italicized items with \* indicate action items for board approval.*

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**NEXT REGULAR MENTAL HEALTH ADVISORY BOARD MEETING IS ON:  
DECEMBER 15, 2022 ♦ 3:00 PM – 5:00 PM  
HEALTH SERVICES AGENCY  
1400 EMELINE AVENUE, BLDG K, ROOM 207, SANTA CRUZ, CA 95060  
TELEPHONE CALL-IN NUMBER (831) 454-2222; CONFERENCE ID # - TO BE ANNOUNCED**

**MINUTES – Draft**

**MENTAL HEALTH ADVISORY BOARD**

SEPTEMBER 15, 2022 ♦ 3:00 PM - 5:00 PM  
1400 EMELINE AVE, ROOMS 206-207, SANTA CRUZ  
Microsoft Teams Meeting (831) 454-2222, Conference 647 693 38#

**Present:** Antonio Rivas, Hugh McCormick, Jeffrey Arlt, Jennifer Wells Kaupp, Maureen McCarty, Michael Neidig, Serg Kagno, Valerie Webb, Xaloc Cabanes, Supervisor Greg Caput  
**Excused:** Laura Chatham  
**Staff:** Erik Riera, Karen Kern, Arianna Lomeli, Jane Batoon-Kurovski

- I. Roll Call – Quorum present. Meeting called to order at 3:02 p.m. by Chair Xaloc Cabanes.
- II. Public Comments
  - Richard Gallo from Access CA brought up four points: 1) he would like to know the status of the MHSA Coordinator; 2) recommends stepping up initiative with our county jail regarding behavioral health; 3) CARE Court was signed by governor and opposed to using MHSA funding for CARE Court; 4) Richard stated he has not received a response regarding CARE Court from BH Director, County Administrator, or Governor and still waiting on news media.
- III. Board Member Announcements
  1. Marlize Velasco, Member-At-Large resigned from the Board.
  2. Revised Bylaws will be on the September 20<sup>th</sup> Board of Supervisors Agenda.
  3. The Chair shared the Proclamation from Supervisor Koenig regarding Suicide Prevention and Recovery Month.
- IV. Business / Action Items
  - A. Approve August 18, 2022 Minutes.

Motion/Second: Antonio Rivas / Valerie Webb  
Ayes: Antonio Rivas, Hugh McCormick, Jeffrey Arlt, Jennifer Wells Kaupp, Maureen McCarty, Michael Neidig, Serg Kagno, Valerie Webb, Xaloc Cabanes, Supervisor Greg Caput  
Nays: None  
Absent: Laura Chatham  
Motion passed.
  - B. Adoption of Assembly Bill 361 – Resolution Authorizing Teleconference Meetings

Motion/Second: Antonio Rivas / Michael Neidig  
Ayes: Antonio Rivas, Hugh McCormick, Jeffrey Arlt, Jennifer Wells Kaupp, Maureen McCarty, Michael Neidig, Serg Kagno, Valerie Webb, Xaloc Cabanes, Supervisor Greg Caput  
Nays: None  
Absent: Laura Chatham  
Motion passed.

## V. Reports

### A. Secretary's Report

The Secretary provided a reminder to the board members who are due to complete the Ethics training.

### B. Board of Supervisors Report – Supervisor Greg Caput

- The County is looking to buy the 2-story Bay Federal building near the Sheriff's Headquarters. The plan is to use it for a short- and long-term mental health crisis facility for youth and adults.
- Watsonville Community Hospital Update – the sale of the hospital has been approved and finalized. There is a no interest loan which will be paid back in 3 months. The hospital will be a non-profit hospital.

### C. Behavioral Health Directors Report, Erik G. Riera

Erik announced that he will be leaving the County of Santa Cruz. He stated he is working on a transition plan for the different projects that have been high priority and will make sure they get covered in the future. Karen Kern will be the direct line of communication to the Mental Health Advisory Board.

Erik provided other updates:

1. CARE Court legislation passed. Santa Cruz County is in the second tier to adopt the new program. There are seven counties that will begin this year and then 51 counties will adopt by December 2024. The Governor and Legislature have committed funds to both support implementation of the Care Courts as well as provide training and technical assistance to all counties.
2. Children's Crisis Stabilization and Crisis Residential - no updates yet. There is a location in mind and asking for Board approval to go ahead and execute a purchase and sales negotiation process. Erik said they are still waiting on the last grant application (BHCIP Grant) and will hear by the end of December whether the County will receive funding.
3. Watsonville Community Hospital project – working on potentially developing inpatient capacity within the hospital for Geropsych or Geropsych combination Adult Inpatient Program. There will be stakeholder meetings to gather input and presenting some preliminary designs. Karen Kern will be taking the lead on the project.

Karen Kern, Director of Adult Behavioral Health Services

Karen updated the MHAB that the County is looking into having an Assisted Outpatient Treatment program (same as Laura's Law). She said they have already been working with a consultant, Treatment Advocacy Center.

### D. Presentation – CalAIM BHQIP Performance Improvement Projects

Jennifer D. Susskind, MCP, Planner and Evaluator, Praxis Associates

Jennifer stated there is a big medical initiative across the state that is attempting to make medical services more equitable, coordinated, and person-centered. There are some incentive payments to behavioral health departments that are working on what's called a bidirectional data exchange between the mental health department, substance use division and managed care plans. The intention is to use these data exchanges to improve outcomes for the medical beneficiaries. Jennifer said they are using Performance improvement Projects (PIPS), which is a very structured process to look at performance benchmarks to try to improve services for consumers and beneficiaries. The three performance measures are:

1. Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (FUA)
2. Follow-Up After Emergency Department Visit for Mental Illness (FUM)
3. Pharmacotherapy for Opioid Use Disorder (POD)

[Click here to view presentation slides.](#)

E. Committee Updates

1. Standing Committees

- a. Budget – meeting was cancelled due to no quorum.
- b. Ideal Crisis System – meeting was cancelled due to no quorum.
- c. Community Engagement/Publicity – The Lookout posted an article about Chair Xaloc Cabanes [Click here to read the article.](#)

2. Ad Hoc Committees

- a. Peer Support Certification – Hugh completed 45 hours of training. This training allows peers to get hired to fill the gaps that exist in the system, allowing organizations like NAMI to hire peers and be able to expand their programs. Hugh plans on doing a short report for the board and provide next steps.
- b. 988 – the committee is working with Andrea Tolaio to distribute posters. The committee will check in with Andrea to get an update on 988 and find out the growth and/or growth issues since the soft rollout.

F. Patients' Rights Report – Davi Schill, Patients' Rights Advocate

Davi Schill was present at the meeting and acknowledged that George Carvalho completed the Patients' Rights Report.

Davi reported on the following:

1. Update on the Payee Services – the County is looking to resolve the issue or acquire new payee services. No further complaints have been received.
2. Update on the food at Telecare – Telecare acquired a new vendor, same company that provides food at Dominican Hospital.

VI. New / Future Agenda Items

1. Letter of appreciation for Behavioral Health Director Erik Riera
2. Letter of appreciation/recommendation for Member-At-Large Marelize Velasco

VII. Adjournment

Meeting adjourned at 5:10 p.m.

## Patients' Rights Advocate Report

September 2022

### **Record 13576**

#### **7<sup>th</sup> Avenue Center**

This Patients' Rights' Advocates receives many phone calls from this resident. The issues are two-fold. First, my client wants to be discharged from the facility and secondly, that the food portions are not sufficient. This writer had been informed that the second issue had been corrected some time ago. My client agreed but said that the food portions are inconsistent for his needs. This writer placed a call to Mr. Burke per my client's request and left a message advocating for larger food portions, but thus far there has been no response. About the first issue; my client informs me that he is scheduled for a conservatorship hearing in October. Also, this writer placed a call to the client's conservator and was informed that the treatment team does not feel that their client is ready for discharge. When I meet this client next, I will provide him with the information from the conservator as well as supply a Grave Disability work sheet."

### **Record 13577**

#### **7<sup>th</sup> Avenue Center**

This writer placed a call to the conservator of a 7<sup>th</sup> Avenue Facility. This resident complained that the conservator was not responding to her phone calls. This writer placed 5 calls to this conservator before speaking to her about the resident's desire to be in her own community. The conservator said that she was aware of the client's desire and is looking for placement. The conservator further told me that the most recent facility declined the client for admission at this time. The conservator added that their office would continue to send out packets. I will inform my client of this information in my next phone call.

### **Record 13579**

#### **7<sup>th</sup> Avenue Center**

This writer responded to an SOC 341 report from the facility on 9/15/22 with a meeting with my client and subject of the report. No bruising, bleeding, or swelling was noted by this writer. My client was able to recount the incident clearly. (According to the details provided by the report.) and had declined to contact local law enforcement. My client continues to feel safe and there is no lingering animosity. This writer also placed a call to the client's conservator (Who answered my first call.) She said that she visits her client at the facility "every couple of months or so." The conservator said that she was pleased with the services provided to her client by the facility.

**Record 13595****7<sup>th</sup> Avenue Center**

On September 28, 2022, this writer, in response to an SOC 341 report of resident-to-resident abuse, I tried to meet with both the reported victim and perpetrator. The reported victim was not able to engage and became confrontational with this writer. I stopped the interview. The staff informed me that the alleged perpetrator was transferred back to the county of origin. This writer is unable to contact the conservator since the available number seems inoperable. Upon request I was provided with the email. I wrote an email to the conservator about the report of resident-to-resident abuse.

**Record 13601****7<sup>th</sup> Avenue Center**

On September 28, 2022, this writer responded to an SOC report 314 of resident-to-resident abuse from the 7th Avenue facility. The reported victim seemed in good cheer, no bruises, swelling was noted by this writer. The resident recounted a summary of the incident that occurred that lacked some detail, but was correct, nonetheless. The resident said that he was informed by staff to contact local law enforcement but had declined to do so. This resident continues to feel safe at the facility there is no ongoing animosity. This writer also spoke with the alleged perpetrator whose response to the query was that the other resident pushed him while in the lunch line and then postured by taking off his shirt. Nonetheless this resident said there is no ongoing animosity between the two. This writer placed a follow-up call with the Conservator and left a brief voice mail requesting a return call.

**Record 13612****Telecare**

The Patients' Rights Advocate\* received a phone message from a client at the Telecare Psychiatric Health Facility. The client was also conserved. Client reported that the prescribed medication has caused Tardive Dyskinesia. The Advocate received permission to speak with both the treating physician and the conservator. The conservator agreed to speak with the Treating psychiatrist. The Advocat followed-up with the client and was informed by the client that the medication had been stopped. \*

**\* Ms. Davi Schill**

**Record 13614****Telecare**

The Patients' Rights Advocate\* received a phone call from a client recently discharged from the Telecare Psychiatric Facility (PHF). Our client called to report that important items were left at the Telecare facility and had been returned. The client further said that the property needs to be returned as soon as possible since the items are needed for discharge planning and follow-up. The Patient's Rights Advocate received permission to speak with the facility staff. After speaking with Staff, the items were delivered to the client

**\*Ms. Davi Schill**

**Record 13618****Telecare**

The Patients' Rights Advocate\* received a phone message from a client at the Telecare Psychiatric Facility (PHF). The client requested to be released from the facility. The Advocate informed the client of the right to Certification Review Hearing and the right to File a Writ of Habeas corpus. The client supplied the day of admission to the Advocate and was informed by the Advocate that her hearing should be held the following day. The client voiced satisfaction.

**Ms. Davi Schill**

**Record 13614****Telecare (please see the above note)**

While speaking with the client about her property (please see the above note), the client divulged that she was not discharged from the facility on the day of the Certification Review Hearing as promised by the hospital representative at the Hearing. Based on the hospital's information Patients' Rights Advocate\* asked that the hearing be postponed and cancelled once the client had been discharged. However, the client was not discharged until after the Labor Day Holiday. The Patients' Rights Advocate received permission to speak with Staff. The client did not want such a situation to happen to anyone else. The Advocate spoke with the Clinical Director for Telecare and informed her that The Patients' Rights Advocate will not request on the behalf of a client based on the information provided by the hospital representative. The Advocate will either conduct the hearing as the client's representative or request that the facility place the client on a voluntary basis. The client has been advised of her right both register a complaint with County Mental Health as well as the State.

**\*Ms. Davi Schill**



**Record 13613****Front Street**

The Patients' Rights Advocate\* responded to an SOC 341 report filed by the Front Street Residential Facility of a resident-to-resident altercation between roommates and as an accusation of theft of private property. Both parties became upset during the event that lasted over a period of one night when the staff requested that one person sleep in the activity room. Staff contacted local law enforcement however, the Santa Cruz police declined to conduct a room search. Staff asked that the alleged perpetrator be placed on a 5150 detention. This person was placed on detention. The alleged victim received the contact information from the Patients' Rights Advocate and encouraged to call if the situation changes. As of this writing the client does feel safe at the facility.

**\*Ms. Davi Schill**

**Record 13615****Front Street**

The Patients' Rights Advocate\* responded to an SOC report filed by the Front Street Residential staff, The staff reported an allegation of bullying and verbal abuse. The PRA interviewed the client. The client reported that the staff intervened and spoke with the alleged perpetrator, reminding this person that if the behavior continued staff would issue a written warning. The reported victim stated that there was no further contact with the alleged perpetrator. The client continues to feel safe at the facility. The alleged perpetrator declined to speak with the Patients' Rights Advocate.

**\*Ms. Davi Schill**

**Record 13570****Record 13538 (August)****Front street Residential**

As a follow-up to an investigation of the resident-to-resident abuse report received in August 2022, this writer placed a call to my client resident at the Front Street Residential facility. I inquired about the use of the bathroom facility chosen by staff to be used by persons with physical disabilities. My client said that the issue has been resolved and any harassment about the use of this bathroom has ceased.

ADVOCACY INC.

TELECARE CLIENT CERTIFICATION AND REISE HEARING/PATIENTS' RIGHTS  
REPORT

September 2022

Second Quarter

1. TOTAL NUMBER CERTIFIED	34
2. TOTAL NUMBER OF HEARINGS	26
3. TOTAL NUMBER OF CONTESTED HEARINGS	15
4. NO CONTEST PROBABLE CAUSE	11
5. CONTESTED NO PROBABLE CAUSE	3
6. VOLUNTARY BEFORE CERTIFICATION HEARING	
7. DISCHARGED BEFORE HEARING	8
8. WRITS	
9. CONTESTED PROBABLE CAUSE	12
10. NON-REGULARLY SCHEDULED HEARINGS	

Ombudsman Program & Patient Advocate Program shared 0 clients in this month  
(shared = skilled nursing resident (dementia) sent to behavioral health unit or mental  
health client placed in skilled nursing facility)

*\*The usual scheduled hearing days are Tuesdays and Fridays. Due to the pandemic and the shortage of bed availability throughout the state of California hearings can be scheduled throughout the week to accommodate legal requirements that hearings must occur no later than one week of hospitalization.*

The following is an account of activity September 1, 2022, through September 30, 2022, of representation to clients held at Telecare (Santa Cruz Psychiatric Health Facility) in Certification Review hearings or facing Reize Hearings.

Total number of Riese petitions filed: 1

Total number of Riese Hearings conducted: 1

Total number of Riese Hearings lost: 1

Total number of Riese Hearings won: 0

Total number of Riese Hearings withdrawn:

Hours spent on Riese Hearings Conducted: 30 minutes.

Hours spent on all Riese Hearings included those hearings that were cancelled by the hospital:

Respectfully submitted,

Davi Schill, PRA

George N. Carvalho, PRA