NOTICE OF PUBLIC MEETING – County of Santa Cruz
MENTAL HEALTH ADVISORY BOARD
JUNE 16, 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 549 399 093#

<table>
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<tr>
<th>Chair</th>
<th>Member</th>
<th>Co-chair</th>
<th>Member</th>
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<tr>
<td>Xaloc Cabanes, 1st District</td>
<td>Valerie Webb, 2nd District</td>
<td>Serg Kagno, 4th District</td>
<td>Jennifer Wells Kaupp, 5th District</td>
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<td>Laura Chatham, 1st District</td>
<td>Maureen McCarty, 2nd District</td>
<td>Hugh McCormick, 3rd District</td>
<td>Antonio Rivas, 4th District</td>
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<tr>
<td>Supervisor Greg Caput, Board of Supervisor Member</td>
<td>Erik G. Riera, Behavioral Health Director</td>
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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 549 399 093#. 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
   a. Roll Call / Introductions
   b. 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)
   c. Board Member Announcements
   d. Approval of May 19, 2022 minutes*
   e. Adoption of AB361 – Resolution Authorizing Teleconference Meetings*
   f. Secretary’s Report

3:15 Standing Reports
   a. Board of Supervisors Report – Supervisor Greg Caput
   b. Behavioral Health Director’s Report – Erik G. Riera, Behavioral Health Director
      1. MHSA Public Comment – Lauren Fein, Program Manager
      2. Overview of Budget – Adriana Bare, Senior Health Services Manager
   c. Committees
      Standing
      1. Budget Committee
      2. Ideal Crisis System
      3. Community/Publicity
      Ad Hoc
      4. Peer Support Certification
      5. 9-8-8
   d. Patients’ Rights Report – George Carvalho, Patients’ Rights Advocate

4:45 New Business / Future Agenda Items
   a. 2022 Data Notebook

5:00 Adjourn

Italicized items with * indicate action items for board approval.

NEXT REGULAR MENTAL HEALTH ADVISORY BOARD MEETING IS ON:
   JULY 21, 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
I. Roll Call – Quorum present. Meeting called to order at 3:03 p.m. by Chair Xaloc Cabanes.

II. Public Comments
   • Suicide statistics 2018-2020 from CA Department of Public Health – indicated that there are higher suicide rates in Santa Cruz County for individuals aged 45 and over. Also, there is a high rate for males about 2 to 1, overall firearms were used in about 25% of all suicide deaths in 2019, but this rate increases with white males. In 2019, approximately 65% of the suicide deaths of Santa Cruz County residents had a mental health problem, and 50% had alcohol and substance use problem. In 2019, approximately 47% of Santa Cruz County residents that died by suicide were in mental health treatment at the time of their death.
   • Nicholas Whitehead – stated that he has experience with a family member go through numerous mental care institutions. He has been an advocate for a few local people needing care. He is requesting to have a conversation with George Carvalho regarding two principal concerns 1) Reise hearings – patient asks for alternate form of treatment and 2) County doesn’t force treatment of individual to take medication.

III. Board Member Announcement – reminder to board members that email communications and conversations cannot take place if there is a quorum. Also, all correspondence should go to Staff Liaison for distribution to the Board.

IV. Business / Action Items
   A. Approve April 21, 2022 Minutes.
      Motion/Second: Antonio Rivas / Michael Neidig
      Ayes: Antonio Rivas, Jeffrey Arlt, Jennifer Wells Kaupp, Laura Chatham, Maureen McCarty, Michael Neidig, Serg Kagno, Xaloc Cabanes, Supervisor Greg Caput
      Excused: Valerie Webb
      Absent: Hugh McCormick
      Motion passed.

   B. Adoption of Assembly Bill 361 – Resolution Authorizing Teleconference Meetings
      Motion/Second: Laura Chatham / Maureen McCarty
Ayes: Antonio Rivas, Jeffrey Arlt, Jennifer Wells Kaupp, Laura Chatham, Maureen McCarty, Michael Neidig, Serg Kagno, Xaloc Cabanes, Supervisor Greg Caput
Excused: Valerie Webb
Absent: Hugh McCormick
Motion passed.

V. Reports
A. Secretary’s Report
1. Ethics Training – the Co-chair provided reminders to the board members who are due to take the training.
2. Attendance – reminder to the Board that 3 unexcused absences result in separation from the Board.
3. Committees – Serg and Jeffrey will be creating a form for committees to complete which will include the date when committees met, who attended, etc.
4. Reminder from the last retreat - Board members are required to attend two outside trainings per year.
B. Board of Supervisor’s Report – Supervisor Greg Caput
1. Pajaro River – June 8th is the final day for people in the flood zone to vote on property assessment, average is about $200 per residential unit.
2. Discussion on the renovation of the Freedom campus is moving along, which will have a sleeping facility for youth facing mental health crisis.
3. Watsonville Hospital update - $15 million short on keeping it open. $45 million committed to purchasing the hospital. Deadline is August 31, 2022.
4. Senior Center in Live Oak – given 6 months to move out as Live Oak School wants to build affordable housing for teachers only.
C. Review of Grievance Process – Cybele Lolley, Quality Improvement Director
QI Director Cybele Lolley provided an overview of the County BH Grievance and Appeal Practices. Her presentation included a summary of grievance and appeal protections; the timeframes and responsiveness for complaints/grievances, Notice of Adverse Benefit Determination (NOABD) Appeals and the monitoring of grievances and appeals. Click here to view the presentation and access links to resources.
D. Committee Updates
1. Standing Committees
   a. Budget – Jeff and Laura still exploring WIC5604.2. Maureen volunteered to join the budget committee.
   b. Ideal Crisis System – selected two goals and created purpose document. Committee waiting to hear from James Russell to inform them how the MHAB can support behavioral health. Meetings are on the second Friday of the month.
   c. Community/Publicity – Marlize and Valerie identified their goal is to provide a clear path of communication and would need to find a stable outlet. Strategy is to identify various groups that have not received resources and also recommends a social media account, such as Instagram. Meetings will be on the first Friday of the month.
2. Ad Hoc Committees
   b. 988 – goal is to increase the public awareness of the 988 services and make regular recommendations to the Board of Supervisors for expansion of 988 related services and actively support Andrea Tolaio and James Russell.
E. Patients’ Rights Report – George Carvalho, Patients’ Rights Advocate
   - March and April reports were provided for this meeting.

VI. Adjournment
Meeting adjourned at 5:00 p.m.
Mental Health Advisory Board

Budget presentation
Thursday, June 16th, 2022
Content:

- New Santa Cruz County Budget website
  - Strategic Plan
  - Department Budgets
    - Budget and Operational Plan
    - Budget Dashboards
    - Budget Details
    - Personnel Details
  - Transparency Portal
    - OPENGOV
- Resource Links
New Santa Cruz County Budget website
Multiple ways presenting budget data
Includes narrative and descriptive detail, goals and emerging issues, as well as charts and figures
Budget and Operational Plan

- Can be mined by:
  - Divisions,
  - Services (BH has 10 service areas)
- And displays:
  - Service Overview
  - Operational Objectives
  - Detail information
Budget and Operational Plan: Filters

- Once a Division is selected, the corresponding Service Areas will display in the middle column and the selected Service Overview will display on the right.
Budget Operational Plan: Service Area Detail Sample

- Description of the Service area
- A list of Emerging Issues
- Expenses, Revenues and Staffing for this service area, including % change form previous year
- Main funding source, and focus area
**Access and Crisis**

<table>
<thead>
<tr>
<th>SERVICES</th>
<th>EMERGING ISSUES</th>
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</table>
| Operates a mandated walk-in crisis evaluation clinic and in-person community based crisis response for those seeking urgent behavioral healthcare. Clinicians provide behavioral health psychosocial assessments and level of care assessments for community members seeking specialty mental health treatment and substance use disorder treatment. Access and Crisis is required to provide timely access to services, and manages the Access hotline. Revenues for Behavioral Health are budgeted within the Administration service. | - Expanding mobile crisis services through a Department of Healthcare Services (DHCS) Crisis Care Mobile Units (CCMU) grant, a grant from the California Health Facilities Finance Authority (CHFFA) and a Substance Abuse and Mental Health Services Administration (SAMHSA) grant.  
- Ensuring individuals can access services at other locations and providers in the community as part of the Access for All initiative and new requirements from the State.  
- Using the Mobile Emergency Response Team (MERT) and telehealth evaluations to reduce hospital strain in the Emergency Departments from people in Behavioral Health crisis. |

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Revenues</th>
<th>Funded Staffing</th>
<th>Main Funding Source</th>
<th>Primary Clients</th>
<th>Strategic Plan Focus Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>$5,870,052 (+63%)</td>
<td>$- (0%)</td>
<td>41 (+5%)</td>
<td>State/Federal</td>
<td>Public Clients</td>
<td>Comprehensive Health &amp; Safety</td>
</tr>
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## Mental Health Managed Care

**SERVICES**

Evaluation and management of Specialty Mental Health services for Medi-Cal beneficiaries inclusive of Psychiatric hospitalizations and emergency transportation. Revenues for Behavioral Health are budgeted within the Administration service.

<table>
<thead>
<tr>
<th>SERVICES</th>
<th>EMERGING ISSUES</th>
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<tbody>
<tr>
<td></td>
<td>Evaluating opportunities to mitigate continued state mandated rate increases in hospitalization costs and locked care costs and to mitigate use of out of area services.</td>
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<th>Expenses</th>
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<th>Main Funding Source</th>
<th>Primary Clients</th>
<th>Strategic Plan Focus Area</th>
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</thead>
<tbody>
<tr>
<td>$18,228,059 (+5%)</td>
<td>$5,873,707 (0%)</td>
<td>0 (0%)</td>
<td>State/Federal</td>
<td>Public Clients</td>
<td>Comprehensive Health &amp; Safety</td>
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</tbody>
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### Residential Mental Health

**SERVICES**

- Provides residential mental health treatment programs inclusive of Locked Care, Skill Nursing Facilities and Rehabilitation programs under the responsibility of County MH continuum. The majority of these services are located out of county. Revenues for Behavioral Health are budgeted within the Administration service.

**EMERGING ISSUES**

- Evaluating opportunities to mitigate continued state mandated rate increases in hospitalization costs and locked care costs and to mitigate use of out of area services.
- Providing resources and additional expertise for aging populations with complex medical conditions.

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<thead>
<tr>
<th>Expenses</th>
<th>Revenues</th>
<th>Funded Staffing</th>
<th>Main Funding Source</th>
<th>Primary Clients</th>
<th>Strategic Plan Focus Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>$11,171,145 (+5%)</td>
<td>$- (0%)</td>
<td>0 (0%)</td>
<td>State/Federal</td>
<td>Public Clients</td>
<td>Operational Excellence</td>
</tr>
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CAL MATTERS: California’s Mental Health Timeline infographic

https://infogram.com/mental-health-timeline-a-history-of-californias-mental-health-policies-1h984wwloj8v4p3

Outstanding visual summary describing major events that shape Mental Health in California today
Budget Dashboards

- Expenses by Service
  - Pie chart – multi year slide at bottom
  - Can be filtered by area

- Expenses and Revenues over time
  - In multiple formats
Budget Details

• Expenditure grid by Category, filtered by division, service area or funds.

• Top level categories:
  • Services and Supplies: service contracts
  • Salaries and Employee Benefits: county staff
  • Other Charges: mostly locked and residential care
  • Other Financing Uses: Offset
  • Intrafund Transfers: Partnerships with other departments and FQHC revenue

The charts below provide the department line-item detail, including explanation of major changes. Use the Division and Service filters to see more detail.

Line-Item Detail
Personnel Details

• Staffing totals in Full Time Equivalents (FTE) by division and year over year comparison

• Job Classification detail by division, with staffing change totals
Financial Summary powered by OPENGOV.
Includes different filters and views to drill down Division Budgets
OPENGOV: Ability to display data in different types of graphs, with source data tables
Links to websites mentioned in this presentation:

- Strategic Plan - Santa Cruz County
- Department Budgets
- Health Services - budget, operational plan details and dashboards
- CAL Matters infogram - timeline of MH policies
- OPENGOV - Financial Summary
Name of the facility: Telecare

Telecare:

Right to access to medical records

Name of facility: Telecare

On May 2, 2022, the Patients’ rights program received a phone call from a client that disputed the information in his chart while a patient was at the Telecare facility. The caller was advised about his right to obtain his medical information, the process as to how obtain this information as well the process of submitting information that disagrees with the treating physician. No further action required on the Part of the Patients’ Rights Advocate unless contacted by the client.

Telecare:

Right to receive treatment in the least restrictive environment.

On May 23, 2022, this writer responded to several phone calls placed by this client. Our client complained that the transfer to a lower-level care was hindered by Covid restrictions. This writer returned a call to the Telecare facility and was informed that this person was no longer a patient at the Telecare facility. No further action is required on the part of the Patients’ Rights Advocate.

Name of facility: Front Street residential

Front Street residential

Right to be free from harm

On May 17, 2022, this writer received a report from the facility about an incident of hitting and bullying on the part of the roommate. This writer spoke with the client by phone. The client seemed fearful of the roommate. She informed me that the staff were willing to provide a room change. However, this room change did not occur due to Covid restrictions. Our client at this writing is now willing to remain in the room but is willing to contact staff should any other incidents occur. We will continue to monitor the situation and this issue will be carried forward to next month.
**Name of facility: 7th Avenue Center**

**Right: The right to be free from Harm: Resident-resident**

On May 2, 2022, this writer received a phone message from the 7th Avenue Center about resident-to-resident abuse: Two males fought each other briefly before staff intervened. No serious injury reported. The alleged victim has been informed of his right to contact local law enforcement but declined to do so. This writer met with the alleged victim. This writer did not witness any bruises or swelling. The resident did not raise any concerns or questions during our meeting.

**7th Avenue Center**

**Right to be from Harm: Resident-to-resident**

On May 4, 2022, this writer received phone message from the 7th Avenue Center stating that a staff member witnessed a male resident touching a female resident inappropriately. Staff questioned female resident who stated that she was afraid of the male resident and wanted to contact law enforcement. Client was interviewed by a Santa Cruz deputy, and she was assigned a case number. The alleged perpetrator was transferred from the facility and returned to home county. This writer placed a phone call to the conservator and as of this writing the conservator has not returned my call. The issue will be carried forward until June 2022.

**7th Avenue Center**

**Right to prompt medical treatment.**

On May 5, 2022, this writer received a phone call from a resident of the 7th Avenue Center. She informed me that facility staff persons are not taking the reported medical concerns seriously. This writer met with the resident at the facility the following day and attempted to obtain permission to speak with nursing staff about her medical concerns. This writer will continue to reach out to the resident in hopes of establishing a rapport with this person.

**7th Avenue Center**

**Right to be free from harm**

On May 23, 2022, this writer received a phone message from the facility regarding a pushing incident that occurred on May 21, 2022, between two male residents. The facility did not fax a written report to this writer. Both emails, phone calls and an in-person meeting have not been successful in obtaining the written report. Nevertheless, I met with the resident informally, without full knowledge of the alleged incident. The resident could not provide any information. This writer spoke briefly with the resident's conservator; client was advised of his right to contact local law enforcement, according to the conservator but declined to do so.
7th Avenue Center

Right to access to property

This writer received a phone call from a resident of the 7th Avenue center on May 13, 2022. This resident is concerned that her property is not safely stored in her county of origin. This writer received permission to speak with her conservator. This writer placed a call to the resident’s conservator who informed me that the property is indeed secure and that she will communicate with the resident again about this issue. The note will be carried over to June 2022 to follow with this resident.

7th Avenue Center

Right to be free from Harm

On May 12, 2022, this writer received a phone message from the 7th Avenue Center reporting resident to resident abuse that involved two males in a physical altercation. The alleged perpetrator struck the other male without provocation. The alleged perpetrator was returned to his county of origin. Staff said the victim did not wish to exercise his right to contact local law enforcement and did not agree to speak with this writer. This writer has not been able to speak with the conservator but will continue to place calls. Will also, reach out to resident during my weekly monitoring activities.
ADVOCACY INC.

TELECARE CLIENT CERTIFICATION AND REISE HEARING/PATIENTS' RIGHTS REPORT

May 2022

Fourth Quarter

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<tbody>
<tr>
<td>1. TOTAL NUMBER CERTIFIED</td>
<td>46</td>
</tr>
<tr>
<td>2. TOTAL NUMBER OF HEARINGS</td>
<td>41</td>
</tr>
<tr>
<td>3. TOTAL NUMBER OF CONTESTED HEARINGS</td>
<td>15</td>
</tr>
<tr>
<td>4. NO CONTEST PROBABLE CAUSE</td>
<td>26</td>
</tr>
<tr>
<td>5. CONTESTED NO PROBABLE CAUSE</td>
<td>6</td>
</tr>
<tr>
<td>6. VOLUNTARY BEFORE CERTIFICATION HEARING</td>
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</tr>
<tr>
<td>7. DISCHARGED BEFORE HEARING</td>
<td>5</td>
</tr>
<tr>
<td>8. WRITS</td>
<td>0</td>
</tr>
<tr>
<td>9. CONTESTED PROBABLE CAUSE</td>
<td>9</td>
</tr>
<tr>
<td>10. NON-REGULARLY SCHEDULED HEARINGS</td>
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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 are scheduled throughout the week to accommodate legal requirements that hearings must occur no later than one week of hospitalization.

The number of hearings providing representation to clients held at Telecare (Santa Cruz Psychiatric Health Facility) who are facing Reise Hearings.

Total number of Riese petitions filed: 6
Total number of Riese Hearings conducted: 4
Total number of Riese Hearings lost: 4
Total number of Riese Hearings won: 0
Total number of Riese Hearings withdrawn: 2
Hours spent on Riese Hearings Conducted: 2 hours and 15 minutes
Hours spent on all Riese Hearings cancelled or withdrawn: 50 minutes
Total amount of time spent on all hearings: 3 hours and 55 minutes

Respectfully submitted,

George N. Carvalho, PRA (Patient Rights Advocate)