

**Local Mental Health Board**  
**Mental Health Director/Alcohol & Drug Administrator's Report**  
**May 27<sup>th</sup>, 2014**

**May is Mental Health Month:**

- **Champions of Change:** We had a wonderful group of individuals/agencies represented in our Champions of Change nominations as follows:

Consumer Category

Cool Beans Staff  
Victor Marquez  
Josh Pozun  
Caren Livingstone

Community Partner Category

Turning Point Community Programs(John Buck)  
Woodland Memorial Hospital (John Mackenzie)  
Yolo County Probation (Christina Tranfaglia)



Cool Beans Staff and John Buck from Turning Point received special recognition as our Champions of Change. All nominees received certificates.

- **Mental Health Services Art Show:** Please see pictures of the art show winners at the end of the report.
- **Mental Health Matters Day** was celebrated May 13 at the State Capitol. Thirteen consumers, supported by ADMH Staff, braved the heat and represented Yolo County at the rally on the South Capitol Lawn, picnicking while they listened to speakers including Congresswoman Doris Matsui, California Senate Pro Tem Darrell Steinberg, Assemblyman Rocky Chavez, and consumer advocates aged 18 to 80. Our clients reported that they enjoyed the music, food and resource displays, and they could relate to the experiences of the speakers. Hundreds of people at the rally wore lime green, the color of California's Mental Health Movement, in ribbons, t-shirts, hats and scarves. Chanting "Each Mind Matters," clients and supporters marched from the South Lawn, down Capitol Mall, over the Capitol Bridge, and on to Raley Field, where many attended a River Cats game. The day's events culminated at the Crest Theater, with the awards ceremony for the *Directing Change Student Video Contest*, wherein high school students from throughout California submitted public service announcements on either suicide prevention or stigma reduction. In a separate category, college students from all UC campuses also submitted videos. Those videos receiving the highest scores from independent judges were shown at the awards ceremony, followed by the presentation of 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> place trophies in each category. Local participants included student videographers from Da Vinci Charter Academy and from UC Davis.

**Community Based Crisis Response (CBCR) and Companion Grants:**

We did not receive any bids for the Community Based Crisis Response RFP. We strategized internally and decided to approach an existing provider with the intent of sole sourcing this contract to them. We are in conversations with this organization and hope to proceed with contracting very soon.

**Intergovernmental Transfer (IGT) Proposal:**

This draft proposal was emailed to LMHB. Discussion regarding the proposal is welcome. We are waiting to hear from the state as to whether or not we will be receiving this funding.

**RFPs/Contracts:**

All 16 RFPs have been issued. Five have been completed with contracts signed and approved by the Board of Supervisors. Ten are in the contract phase, meaning we have chosen a vendor and are having contract negotiations and finalizing contract language. The final RFP for Innovation is in the evaluation stage. Again, thank you all for your participation in the review of proposals.

**Evidence Based Practices / Outcome Measures:**

We have added to the [LMHB webpage](#) various links to outcome measures discussed at the last Local Mental Health Board meeting. Specifically, we have included the [Milestones of Recovery Scale](#), the [Child Adolescent Needs and Strengths](#), and our Consumer Satisfaction Survey ([Adult](#), [Older Adult](#), [Youth / Families](#), [Youth / Youth](#)) which includes many of the Quality of Life Indicators that we discussed. Please let me know if you have questions/comments. On June 9<sup>th</sup>, we are bringing in a contractor to do logic models for substance use disorder and mental health services outcome measures that are most appropriate based on target population and modality of service.

**Psychiatrist Recruitment:**

We are happy to announce that we have hired two part time (16 hours per week) Consulting Specialist Psychiatrists to fill the full time Psychiatrist position that has been posted for the past year. Dr. Felisa Tacata and Dr. Padmini Shamsundara will both start in their positions the first week in June. Dr. Tacata works full time at Woodland Memorial Hospital. We hope that this will provide a bridge for our clients and staff between the hospital and our department.

**Strategic Plan:**

Please review the attached Strategic Plan for 14/15 and let us know if you have questions or if you feel that we missed something.

**Homelessness:**

Karen and Mark have been attending regular homeless sub-committee meeting with members of the Board of Supervisors, City of West Sacramento staff and DESS. The county has a renewed interest in addressing homelessness in a more comprehensive way and the City of West Sacramento has just applied for a full time homeless coordinator for West Sacramento. The sub-committee is looking to attend a national homelessness conference to learn best practices and innovative program approaches.

**Housing Update:**

Karen is now attending the monthly Facilities Subcommittee meeting of the Board of Supervisors to review progress regarding the housing project. Additionally, our department is meeting monthly with Yolo Housing Authority and Mercy Housing to discuss Timeline, Scope and Budget. Lisa Baker is planning on attending the June LMHB meeting to discuss these items.

**Feedback:**

Please offer feedback regarding this report as well as any interest in upcoming Board Agenda Items. Let me know if there is anything you would like to know more about.

**2014 MHSA Wellness Center Art Show Winners**



WINNER: PAINTING –BLUES



WINNER: DRAWING-MADRA MARIA



WINNER: TEXTILE - JEWELRY



WINNER: SCULPTURE-MOTORCYCLE



WINNER: MIXED MEDIA-SODA CANS



## 2014-2015 Strategic Plan

### MISSION STATEMENT

To provide high quality, culturally competent services and supports that enhance recovery from substance use disorders, serious mental illness, and serious emotional disturbance.

### VISION

To promote the overall wellbeing, recovery and health of individuals and families in our community.

### CORE VALUES

We value a culture of quality in which we:

- Emphasize recovery & wellness, with the goal of maintaining the people we serve in the least restrictive environment;
- Utilize strength-based approaches that promote hope and recovery;
- Encourage community inclusion, partnership and collaboration;
- Provide services that are holistic and person and family directed;
- Develop a well-trained, diverse and culturally competent workforce including consumers and family members;
- Incorporate trauma informed services into our continuum of care;
- Are trusted to provide partnership and transparency with contractors ,families and our community;
- Provide services that are evidence based and innovative, responsive and proactive; and
- Make fiscally responsible and accountable decisions.



## DEPARTMENT GOALS AND KEY INITIATIVES FOR 2014-15

### GOAL 1: TO PARTNER WITH THE PEOPLE WE SERVE TO IMPROVE SATISFACTION, ENGAGEMENT AND HEALTH OUTCOMES.

**Objective:** Improve consumer satisfaction scores by 10% as evidenced by (POQI) Consumer Perception Survey

#### Key Initiatives for 2014-15:

- Improved access to care by:
  - Streamlining entry to care;
  - Increasing psychiatry hours;
  - Clinician productivity;
  - Scheduling practices;
  - Mobile outreach / Tele-psychiatry;
  - Standardized assessment tool across providers;
  - Increasing productivity across all service sectors;
  - Clinic manager;
  - Intergovernmental Transfer (IGT) proposal;
  - Triage personnel;
  - Full clinics and services at all three locations;
  - Expansion of access to nursing care; and
  - Memorandum of Understanding (MOUs) with primary care providers.
  
- Increase consumer voice by:
  - Implementation of Wellness Recovery Action Plans (WRAP);
  - Ensuring representation on committees, panels, and boards;
  - Including consumers on proposal reviews and vendor selection;
  - Brief exit survey, point of service satisfaction survey; and
  - Increase consumer/ family partner employment opportunities;
  
- Increase support transition (Jail, Juvenile Detention Facility(JDF), Emergency Room, Hospitalization) through:
  - The continuance of Crisis Intervention Training (CIT) with law enforcement and first responders;
  - Implementation of Community Based Crisis Response Teams (CBCR);
  - Intergovernmental Transfer (IGT) Funded Programs and Positions;
  - Mental Health Court;
  - Inmate Discharge Medication Program;
  - Laura's Law / Assisted Outpatient Treatment (AOT);
  - Refined hospital discharge planning process;
  - GAP like Services Related to Homelessness Transitions; and
  - Increased Urgent Access Clinics.

**GOAL 2: TO PARTNER WITH EMPLOYEES TO IMPROVE SATISFACTION, RETENTION AND SERVICES.**

**Objective:** Improve employee satisfaction scores by 10% as evidenced by annual employee perception surveys.

**Key Initiatives for 2014-15:**

- Establish clear benchmarks for performance and complete performance reviews on time.
- Management Team/Executive Management to Increase transparency and improve lines of communication:
  - Executive management office hours;
  - Policy and procedure development; and
  - Sharing of agenda and minutes.
- Develop annual calendar of professional development opportunities and tailor opportunities to position and individual staff including but not limited to:
  - Mental Health First Aid;
  - Crisis Intervention Training;
  - Law & Ethics;
  - Wellness Recovery Action Planning; and
  - Others as indicated and available.
- Increased strategies for supporting professional development:
  - Tuition Assistance;
  - WET Dollars; and
  - Loan Repayment Programs
- Develop a Staff Retention/Recruitment plan in collaboration with management team that identifies career pathways within the county and ways for mitigating primary reasons for employees leaving the department.
  - Review exit interview data for trends
- Ensure department representation on integrated Health/ADMH Employee Recognition Team – C.A.R.E. Team.
- Develop annual calendar of staff morale events and/or team building activities.

**GOAL 3: TO PARTNER WITH CONTRACT PROVIDERS AND COMMUNITY TO INCREASE TRUST AND IMPROVE THE CARE OF CONSUMERS.**

**Objective:** All contracts to be finalized prior to July 1st, 2014 and all claims to be paid within 45 days of receipt. Demonstrate improvement in community and contractor satisfaction with ADMH services and communication as evidenced by a community stakeholder survey.

**Key Initiatives for 2014-15:**

- Execute all contracts on time and pay all claims in a timely manner.
- Develop an annual schedule of trainings available at no charge to community partners and contract providers:
  - Mental Health First Aid;
  - Crisis Intervention Training;
  - Law & Ethics; and
  - Wellness Recovery Action Planning.
- Build outcome measures and evidence based programming into all contacts for substance use disorder and mental health treatment.
- Provide excellent customer service to our community based partners via provision of technical assistance and proactive communication surrounding claims, contracts, and quality improvement initiatives.
- Improve reputation and relationships with community partners that intersect with ADMH (University, Jail, Juvenile Detention Facility, Hospitals) by increasing transparency, collaboration, and communication.
- Develop a fiscal year 2014/2015 work plan in partnership with the Provider Stakeholder Work Group meetings.



**GOAL 4: TO PARTNER WITH THE PEOPLE WE SERVE, CONTRACT PROVIDERS AND THE COMMUNITY TO IMPROVE THE QUALITY OF MENTAL HEALTH AND SUBSTANCE USE DISORDER SERVICES PROVIDED THROUGHOUT YOLO COUNTY.**

**Objective:** Distribution of an annual Report Card highlighting quality improvement activities, evidence based practices, and improved outcomes related to services provided by ADMH staff and contract providers.

**Key Initiatives for 2014-15:**

- Treatment to include health related goals tied to chronic conditions (diabetes, COPD, hypertension, obesity, hepatitis) and unhealthy behaviors (smoking cessation/reduction, drug/alcohol use, eating habits, exercise.)
- Assume a leadership role in the county and develop a trauma informed system through the oversight of TFCBT implementation and assistance of county-wide collaborative efforts.
- Improve access to care and utilization rates for the Hispanic population through increased emphasis on hiring Spanish speaking staff, collaborating with contract providers who have higher penetration rates proportionally, and outreach activities aimed at reaching the Hispanic population.
- Improve timeliness and accuracy of paperwork (progress notes, assessments, re-assessments, client plans) as evidenced by chart reviews and decreased audit findings.
- Include evidence based practices and outcome measures in all contracts for mental health and substance use disorder treatment
- Establish additional evidence based or promising practices within ADMH and quantify outcome measures.

**GOAL 5: TO PARTNER WITH COUNTY LEADERS AND CONTRACT PROVIDERS TO ENSURE FINANCIAL SUSTAINABILITY WHILE MAINTAINING HIGH QUALITY, EFFICIENT SERVICES**

**Objective:** Optimize cost per client served by utilizing all funding opportunities and resources to provide services efficiently.

**Key Initiatives for 2014-15:**

- Partner with service providers to expand funding opportunities and leverage funds.
- Improve the contracting process to make it timely and efficient – meeting the needs of the department and providers.
- Ensure prompt payment for services rendered.
- Improve communication and messaging internally and with community partners and providers.
- Increase the number of clients served by reducing obstacles to access care
- Increase client encounters by minimizing no shows and cancellations.
- Improve timely access to the appropriate level of care in the least restrictive setting.
- Increase service delivery efficiency by minimizing administrative burdens.
- Utilize time study as a means to identify areas of focus and determine actual cost.
- Quantify costs for services and use the data as a guide for continuous improvement.
- Decrease audit exceptions within ADMH and at the contract provider level.