

## **Mental Health Services Act / Cultural Competency Steering Committee**

**November 5, 2020**

### **MINUTES**

- Welcome / Introductions: Refer to attached sign-in sheet; please note that names were recorded from Zoom meeting attendance list and may not reflect all those participated in the meeting. Please contact Stephanie or Vanessa if you attended the meeting and your name is not on the attendance list.
- The MHSA Programs Coordinator announced that the Health and Human Services building, which includes the Behavioral Health Department, remains closed at this time and services can be accessed by appointment only. The Behavioral Health Department is still operating via telehealth and phone, with only necessary in-person appointments. Please call if anyone needs services and they will be directed to the appropriate place/person. The phone number is (209) 223-6412.
- The 2021 MHSA/Cultural Competency Steering Committee meeting flyer includes the 2021 meeting dates. Reminders will go out through Vanessa's Community Announcements email. This group meets on the first Thursday of every other month. Our meeting months are January, March, May, July, September and November.

### **NEW BUSINESS:**

- **MHSA Three Year Plan & Expenditure Report (FY20/21-22/23)**  
The MHSA Programs Coordinator announced that the MHSA Three Year Plan & Expenditure Report underwent a Public Hearing on September 16, 2020 and was approved by the BOS on October 13, 2020. The finalized plan was sent to DHCS and the MHSOAC and is posted to the Network of Care website. Emailed or hard copies can be obtained by contacting Stephanie or Vanessa.
- **Plan of Correction -- DHCS MHSA PROGRAM REVIEW – April 21, 2020:** The Plan of Correction (POC) was submitted by the due date (September 15, 2020). ACBHS needs to address compliance with Prevention and Early Intervention (PEI) regulatory requirements, the MHSA Issue Resolution Process (IRP), FSP age group targets and Revenue and Expenditure Report (RER) reporting alignment with the MHSA Three Year Plans and Annual Updates. Corrections are in-progress and being sent to DHCS as they are completed. If anyone would like a copy of the POC, please contact Stephanie.
- **MHSA Issue Resolution Process:** As a result of the MHSA Program Review POC (see above), ACBHS was required to update its MHSA Issue Resolution Process. The MHSA Issue Resolution Process is a mechanism to formally address issues or concerns specific to the MHSA. The MHSA Programs Coordinator provided examples of when using the MHSA Issue Resolution Process

would be appropriate and encouraged attendees to participate in this process. The forms and process are located on Amador's Network of Care and mental health websites:

<https://amador.networkofcare.org/mh/content.aspx?id=1387>

<https://www.amadorgov.org/services/behavioral-health/mental-health>

Other ways the forms can be accessed are by contacting ACBHS directly at (209) 223-6412.

Forms are also located in the ACBHS lobby, however, due to COVID-19, are not widely accessible at this time.

- No Place Like Home (NPLH): Currently, ACBHS has issued a Request for Qualification (RFQ) for an affordable housing development sponsor. The RFQ can be found on Public Purchase and closes in early December. We are hoping to have an announcement regarding the development sponsor in early to mid-January 2021. Additional discussions are underway to leverage county and local cities Permanent Local Housing Allocation (PLHA) funds for NPLH activities. Updates will be provided at the monthly Homeless Task Force meeting and this meeting. At any time, if anyone has any questions, please reach out to Stephanie or Melissa Cranfill.
- Bus Ad 'Know The Signs': ACBHS currently has two bus ads. One is on the passenger/entrance side of the bus that states 'It's Ok to Not Be Ok' and we agreed in September to continue that ad for another year. Our second ad is located on the back of the bus and it is a 'Know The Signs' suicide prevention ad that targets middle aged men. The group agreed to continue this ad for another year also. Stephanie will reach out to the advertising company to facilitate the renewal.
- Innovations Discussion: As discussed in the September meeting, there is some opportunity to utilize Innovations reversion funds that must be dedicated by June 30, 2021 or they will be sent back to the state. There are a few ways to do this and the MHSA Programs Coordinator would like your input. First, there are multi-county collaborative options and the only one CalMHSA has advised is accepting new counties is a Psychiatric Advance Directive (PAD). This would be where we would assist the folks we serve to have a directive regarding their psychiatric care. Another option is to do something more local around student mental health, providers and a COVID-19 response. This could reach the full spectrum of students from pre-k through high school and work to expand the student assistance program to provide wrap around support for childcare providers, teachers, students and families. The MHSA Coordinator discussed this idea with the MHSOAC and they thought it to be quite innovative. The MHSA Coordinator asked for any input, questions or suggestions from the group. None were received. The MHSA Coordinator told the group that if they had any questions or wanted to know more, to please contact her. On Friday, the MHSA Coordinator is meeting with the school workgroup and will discuss further with them. The MHSA Program Coordinator will continue to keep the group involved and updated.

It should be noted that this is in addition to the two Innovations Projects ACBHS already has implemented. An update for the maternal mental health pilot, MomCHAT is that the project is accepting referrals. Stephanie will send the referral form along with the minutes. The TxCHAT groups is not currently meeting. Group participants are still receiving services but not in group form. The group is being surveyed to see if they would participate in Zoom and if they have the capability to participate virtually. Updates will continue to be provided regularly at this meeting.

#### **Regular Agenda Items:**

- Quality Improvement Update: The EQRO was held in September and we have not received the report yet. Once received the report will be discussed here at this meeting. Melissa Cranfill announced the Triennial Review (a review of the entire Public Mental Health System by the State/DHCS) is scheduled for December 14-16, 2020. Updates will be provided at the January and March meetings.
- Suicide Prevention Updates:
  - Suicide Prevention Awareness Week / Month was successful even during COVID-19. Trixxie Smith reported on her participation in outreach efforts which included going to the BOS to accept the Proclamation declaring September as Suicide Prevention Awareness Week and Month in Amador County. Trixxie also distributed coffee sleeves to local coffee vendors, did outreach during the lunch pick-up at the Amador Senior Center and more. Vanessa sent weekly emails and participated in the meal pick up at lone Junior High, distributing mental health grab bags. The Heart of Hope event was held virtually on 9/10 at 6:00 p.m. Approximately 20 people attended the event.
  - Amador SPEAKS – 11/19/20 @ 3:30 p.m.: This is Amador’s Suicide Prevention Coalition meeting and anyone is welcome to attend. Meeting will be held via Zoom.
- Innovations Update: See update in ‘New Business’.
- Cultural Competency Activities Update:
  - Latino Engagement Meeting Update (Next meeting 12/8/20)
  - Native American Engagement Meeting Update (Next mtg. TBD): Stephanie reached out to Joni Drake with Tribal TANF to see about getting this scheduled virtually. Joni liked this idea but is very busy at the moment and we agreed to revisit this soon.
  - LGBTQ+ Workgroup Meeting (Was scheduled-April 28<sup>th</sup> @ 1:00 p.m. WILL BE RESCHEDULED)
  - Local & Statewide Cultural Competency Efforts: Stephanie included that this item contains the tri-county group effort (Calaveras, Amador, Tuolumne), CBHDA LGBTQ+ Workgroup, Central Region & Statewide Ethnic Services Managers meetings and

collaboration as well as a webinar series on Racial Inequity in Behavioral Health Care. Stephanie also announced internal discussions at ACBHS are occurring to strategically address inequities that occur within the behavioral health system.

- Cultural Competency Plan: Stephanie announced that DHCS is scheduled to release updated guidance for the Cultural Competency Plans in 2021. Currently, counties, including Amador, are operating off of guidance from 2010—which is extremely outdated. In the meantime, CIBHS has offered a resource guide for completing Cultural Competency Plans that focuses on data and analyzing who your community is and who you are serving to identify gaps in systems of care. The Cultural Competency Plan may look different this year as more resources and strategies become available.
- Informing Materials Update: Brochures are being translated. Most documents are translated to Spanish. If anyone ever needs ACBHS information in Spanish please contact ACBHS.

➤ **Trainings for 20/21:**

- CIT for Law Enforcement & First Responders: April 2020 will be rescheduled for 2021 due to COVID-19
- Cultural Competency Training/Implicit Bias: ACBHS will be offering training in 2021. This has been difficult to plan due to COVID-19.

**Past Training 20/21:**

- ✓ LGBTQ+ Affirming Practices—August 11<sup>th</sup>
- ✓ SO/GI Data Collection Implementation & Best Practices – August 18<sup>th</sup>

ACBHS has worked with its PEI Providers to start collection SO/GI and expanded demographic information effective 10/1/20.

- **Program Updates/Information Sharing:** Amador College Connect, Amador Senior Center, CalVOICES, Anthem Blue Cross and NAMI Amador shared updates. Anthem Blue Cross shared a website resource [shinelightondepression.org](http://shinelightondepression.org) which will be sent out in Community Announcements.
- **Next Meeting: January 7, 2021 @ 3:30 p.m.**

**Mental Health Services Act / Cultural Competency Steering Committee via Google Meet  
November 5, 2020**

Attendance List:

Amador College Connect—Rachelle Saldate  
Amador College Connect—Nickie Crofts  
Danelle Bohall, The Resource Connection  
Janet Caton, NAMI Amador  
Katrina Ozier, CalVOICES  
Trixxie Smith, CalVOICES  
Melissa Cranfill, ACBHS  
Vanessa Compton, ACBHS  
Stephanie Hess, ACBHS  
Bobbie Harrison, CalVOICES  
Rachel Sanchez, Anthem Blue Cross  
Linda Woods, Amador Senior Peer Visitors Program  
Jessica Cobb, CalVOICES  
Chris Kalton, Amador Senior Center  
Kathryn Pipitone, CalVOICES  
Larry Nunez, Victory Village  
Amy Stuart  
Amanda Hill, Anthem Blue Cross

## **Mental Health Services Act / Cultural Competency Steering Committee**

**November 5, 2020**

### **AGENDA**

- Welcome / Introductions / Announcements: 2021 Meeting Dates

### **NEW BUSINESS:**

- MHSA Three Year Plan & Expenditure Report (FY20/21-22/23)
- Plan of Correction -- DHCS MHSA PROGRAM REVIEW – April 21, 2020
- MHSA Issue Resolution Process
- No Place Like Home (NPLH)
- Bus Ad: 'Know The Signs'
- Innovations Discussion

### **Regular Agenda Items:**

- Quality Improvement Update
- Suicide Prevention Updates
  - Amador SPEAKS – 11/19/20 @ 3:30 p.m.
- Innovations Update
- Cultural Competency Activities Update:
  - Latino Engagement Meeting Update (Next meeting 11/8/20)
  - Native American Engagement Meeting Update (Next mtg. TBD)
  - LGBTQ+ Workgroup Meeting (Was scheduled-April 28<sup>th</sup> @ 1:00 p.m. WILL BE RESCHEDULED)
  - Local & Statewide Cultural Competency Efforts
  - Cultural Competency Plan & Cultural Competency Objectives
  - Informing Materials Update: Brochures are being translated
- Trainings for 20/21:
  - CIT for Law Enforcement & First Responders: April 2020 will be rescheduled for early 2021
  - Cultural Competency Training/Implicit Bias
- Past Training 20/21:
  - ✓ LGBTQ+ Affirming Practices—August 11<sup>th</sup>
  - ✓ SO/GI Data Collection Implementation & Best Practices – August 18<sup>th</sup>
- Program Updates/Information Sharing
- **Next Meeting: January 7, 2021 @ 3:30 p.m.**

# BEHAVIORAL HEALTH DEPARTMENT

10877 Conductor Boulevard, Suite 300 • Sutter Creek, CA 95685 •  
Phone (209) 223-6412 • Fax (209) 223-0920 • Toll Free Number (888) 310-6555



## Mental Health Services Act (MHSA) Issue Resolution Process Form

### 1. Personal Information

Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

How do you prefer we contact you?      Mail      Email      Phone  
(Circle all that apply)

### 2. MHSA Issue

Please describe the issue and any information that would assist us in investigating the issue. Attach additional sheets if necessary.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Have you previously reported this issue?      Yes      No  
(Circle One)

If you have reported this issue, to whom or what agency did you report the issue to so that we may coordinate our efforts? \_\_\_\_\_

Please submit this form to:

Mail:  
Stephanie Hess  
MHSA Programs Coordinator  
10877 Conductor Blvd., Suite 300  
Sutter Creek, CA 95685

Email:  
Stephanie Hess  
[shess@amadorgov.org](mailto:shess@amadorgov.org)

Phone:  
Stephanie Hess  
(209) 223-6308

# BEHAVIORAL HEALTH DEPARTMENT

---

10877 Conductor Boulevard, Suite 300 • Sutter Creek, CA 95685 •  
Phone (209) 223-6412 • Fax (209) 223-0920 • Toll Free Number (888) 310-6555



## Mental Health Services Act (MHSA) Issue Resolution Process

Amador County Behavioral Health Services (ACBHS) has adopted an issue resolution process for filing and resolving issues related to the MHSA. Here are some examples of issues to be resolved using this process:

- Being unaware that a MHSA plan that was posted for 30-day public review
- Not having a MHSA community planning meeting in a convenient location
- Comments regarding local needs not responded to by Behavioral Health
- Annual updates to the 3-year MHSA plan not being shared with the community
- Services not being implemented according to an approved MHSA plan
- Comments or complaints regarding MHSA-funded programs

Please note that this process is not to be used for grievances regarding clinical services or other consumers. For the ACBHS Problem Resolution Process regarding Amador County Behavioral Health services, including grievances regarding staff, please call 209-223-6412, or ask for the policy at the front desk or from your ACBHS service provider.

### How to File an Issue:

Complete the MHSA Issue Resolution Process Form and submit it via mail, email or in-person. You may also contact the MHSA Programs Coordinator by phone at (209) 223-6308.

Here is the contact information for who to submit the form to:

Stephanie Hess, MHSA Programs Coordinator  
Amador County Behavioral Health Services  
10877 Conductor Blvd., Suite 300  
Sutter Creek, CA 95685  
Email: [shess@amadorgov.org](mailto:shess@amadorgov.org)

The form is attached to this information sheet, is located in the ACBHS lobby and can also be found by going to the following websites:

- <https://www.amadorgov.org/services/behavioral-health/mental-health>
- <https://amador.networkofcare.org/mh/>

### What to Expect:

After you file your issue, the MHSA Programs Coordinator will send you confirmation in writing that your issue was received. The confirmation will also indicate when you can expect a resolution. Although it is of utmost importance to provide resolutions in a timely manner, depending on the issue filed, the process could take anywhere from 30 to 60 days. After you are sent your confirmation, the MHSA Programs Coordinator will then investigate the issue and may need to contact you to discuss further or ask questions. When the investigation is over, you will be notified of the resolution in writing. If you disagree with the resolution, information will be provided so that you can file an appeal. If you have any questions, at any time during this process, you may contact the MHSA Programs Coordinator.

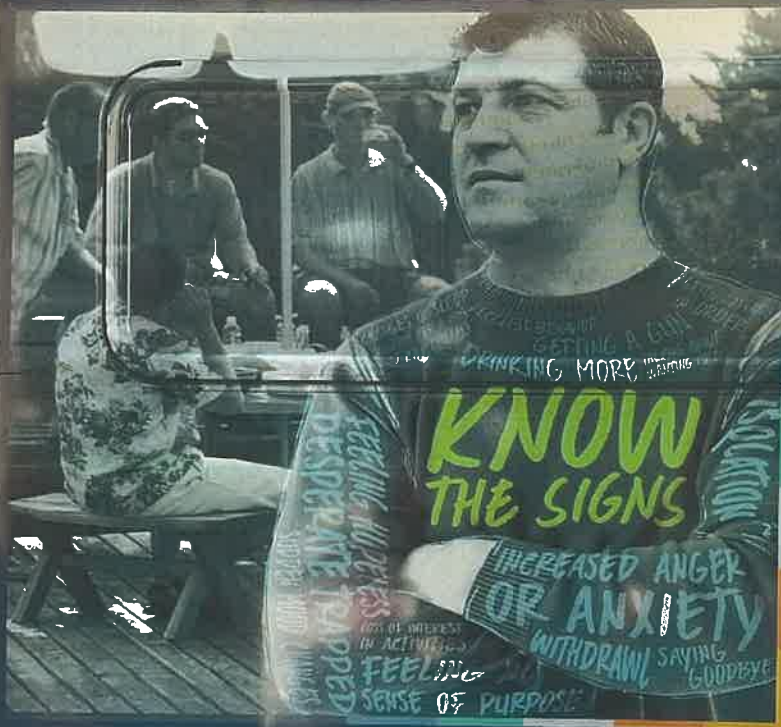


at amador transit

DIAL-A-RIDE

267-9395

302



Pain Isn't Always Obvious

**KNOW THE SIGNS**

Suicide Is Preventable



Funded by counties through the voter-approved Mental Health Services Act (Prop. 63)

Local Toll Free Number  
1-888-310-6555

Pain isn't always obvious. Even with friends and family around, someone experiencing emotional pain or suicidal thoughts can feel isolated. You may sense something is wrong, but not realize how serious it is. Trust what you see and feel, then ask the person if they are thinking about suicide.

**Know the Signs. Find the Words. Reach Out.**

[www.suicidestpreventable.org](http://www.suicidestpreventable.org)

In crisis? Call the National Suicide Prevention Lifeline: 1.800.273.8255

CA EXEMPT  
1406971

amador transit  
Toll Free # 1-877-704-4297

supporting motherhood with community

## MomCHAT Program Referral



Referral Date (mm/dd/yyyy): \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Is client aware of and agreeable to this referral?  Yes  No

Participant referral consent secured via:  Verbal consent  Written consent

Is this referral urgent?  Yes  No

### PARTICIPANT INFORMATION:

Name: \_\_\_\_\_  
Last First Middle Initial

Birth Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Age: \_\_\_\_\_ # Weeks Pregnant: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Best time to contact you: \_\_\_\_\_

Phone: \_\_\_\_\_ May we leave a message:  Yes  No

May we text you:  Yes  No May we email you:  Yes  No

Email Address: \_\_\_\_\_

**I would like to learn more about the MomCHAT program:**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**Please complete reverse side of referral form. Thank you!**



**REFERRING PERSON:**

Name: \_\_\_\_\_

Agency: \_\_\_\_\_

Office Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Referral Form Submission Options:**

1. Scan referral form and use encrypted email (conforming to HIPAA guidelines) to send referral form to: [MomCHAT@amadorgov.org](mailto:MomCHAT@amadorgov.org).
2. Call Stephanie Hess at (209) 223-6308 to refer a mother via phone.
3. Place referral in sealed envelope marked "MomCHAT Referral" and drop the envelope at the Amador County Behavioral Health Services (ACBHS) front desk--10877 Conductor Boulevard, Suite 300, Sutter Creek, CA 95685.
4. Walk in at the ACBHS front desk and complete and submit a referral form on site.
5. Place referral in a sealed envelope marked "MomCHAT Referral" and drop the envelope at the First 5 Amador office--975 Broadway, Jackson, CA 95642.
6. Walk in at the First 5 Amador office and complete and submit a referral form on site.
7. Place in envelope and mail to Stephanie Hess, MHSA Program Coordinator, Amador County Behavioral Health Services, 10877 Conductor Boulevard, Suite 300, Sutter Creek, CA 95685.