



## **COUNTY OF SAN MATEO MENTAL HEALTH & SUBSTANCE ABUSE RECOVERY COMMISSION**

**Unadopted Minutes  
Wednesday, April 4, 2018  
225 37<sup>th</sup> Avenue, Room 100  
San Mateo**

**BOARD MEMBERS PRESENT:** Kate Pfaff, Donald Mattei, Patrisha Ragins, Dorothy Christian, Isabel Uibel, Yoko Ng, Eduardo Tirado, Betty Savin, Patricia Way, Carol Marble, Sheila Brar

**STAFF:** Randy Torrijos, David Young, Chantae Rochester, Suzanne Aubry, Jairo Wilches, Lee Harrison, Karen Krahm

**BOARD MEMBERS ABSENT:** Bill Nash, Catherine Koss, Wanda Thompson, Rocio Cornejo, Eric Wollman, Leticia Bido, Cherry Leung

**OTHERS PRESENT (signed in):** Mark Christian, Sapna Patel, Marshall Gonzalo, Tara Beckman, Helene Zimmerman, Josephine Thompson, Marilyn Pearson, Lee Nash, Chris Hoover, Jan Allen

### **CALL TO ORDER**

The meeting was called to order at 3:05 p.m.

### **INTRODUCTIONS**

### **APPROVAL OF TODAY'S AGENDA**

► **M/S/C** Ragins/Marble – approved unanimously

### **APPROVAL OF MINUTES**

Approval of minutes from the March 7, 2018 Mental Health & Substance Abuse Recovery Commission Meeting.

► **M/S/C** Savin - passed unanimously

Approval of minutes from the March 20, 2018 Executive Committee Meeting

► **M/S/C** Savin - passed unanimously

### **Correspondence, Announcements, and Public Comment**

Lauren Mascarenhas, BHRS Communications

May is Mental Health Awareness Month and we are looking to share personal stories of hope and recovery from those who have dealt with mental health issues or from family members. We are looking for 200-400 words, you can send your story to the email listed on the flyer. We would like to have the stories submitted by April 13.

Raja Mitry, Chair, California Behavioral Health Planning Council. Our council holds quarterly meetings throughout the state and our next meeting is going to be in Redwood City, April 18-20. I invite all of you to attend our meeting at the Pullman Hotel in Redwood Shores.

Randy Torrijos- The Board of Supervisors (BOS) will issue a proclamation at the April 24, BOS meeting declaring May is Mental Health Awareness Month.

Helene Zimmerman – The new issue of the NAMI newsletter is available. Our Connection Support Group, which now meets weekly is doing well. If you are a peer who would like a little support come to our meetings on Monday nights, the address is on the flyer. Our Peer Pals Program, we are in need of pals and these are paid positions, brochures are on the table.

### **Old Business**

### **New Business**

There is no new business at this time.

## **STANDING COMMITTEES**

### **A. Committee for Children & Youth**

#### **Reported by Betty Savin**

Next meeting will be held on April , 18, 2018 at 4:00 p.m.  
2000 Alameda de las Pulgas, Room 201, San Mateo

### **B. Committee for Adults**

#### **Reported by Dorothy Christian**

Next meeting will be held on April 18, 2018 at 10:30 a.m.  
2000 Alameda de las Pulgas, Room 209, San Mateo

### **C. Committee for Older Adults**

#### **Reported by Patricia Way**

Next meeting will be held on May 4, 2018 at 11:00 a.m.  
2000 Alameda de las Pulgas, San Mateo

## **Director's Report**

YouTube – As many of you are aware there was a shooting at YouTube yesterday, I wanted to publicly acknowledge my Crisis Response Team, Pernille Gutschick and Molly Henricks. Whenever there is a crisis that team goes to the scene to offer support to those in need including the first responders. The team is also in touch for follow-up if needed.

Cordilleras – The artitech firm has been selected and we're in the process of selecting the contractor for the project. We are looking at the Spring of 2021 for completion.

Serenity House – WE had a two month lull while we were between construction contractors, mid-January we had a new construction contractor and they are on schedule to complete construction by may 18. We will then need a month to furnish, stock and get licensed and Medi-Cal certified before we can see clients. Sometime between the end of construction and when we open to see clients we will have a grand opening and tour.

Office of Diversity and Equity (ODE) – Doris Estremara will take on the role of Director of ODE until we have a permanent replacement.

### **MHSA Update**

Reported by Doris Estremara, MHSA Coordinator, Office of Diversity and Equity (ODE)

We are beginning to have the stakeholder meetings for the technology collaborative that we are joining. The sessions will be geographically located throughout the county. We will have a presentation and demos so you can see the product. The plan is to come back to the commission to open the 30 day public comment period in June.

### **Program Presentation**

Problem Resolution Process Across BHRS

Presented by:

Jairo Wilches, Office of Consumer and Family Affair

### **Who Can File and How:**

Who:

- Any BHRS client (including AOD)
- Individuals designated by the client
- Parents/legal guardians of minors

How:

- Orally or in writing
- Staff directs clients to file with OCFA
- Forms on Problem Resolution Brochure available at all locations without interacting

### **The Grievances & Appeals Team (GAT)**

OCFA and QM Manager and Supervisor

- Oversees and coordinates: The Grievance and Appeal Process
- Assists clients using the Problem Resolution Process
- Guides supervisors investigating grievances
- Links county counsel, confidentiality/compliance
- Documents the grievance logs and correspondence
- Tracks data and identifies trends
- Reports to the State and to BHRS Director

### **To Resolve a Grievance**

“Every effort will be made by BHRS providers to take appropriate action to quickly resolve concerns or problems expressed by consumers and families”

- Answer all grievance issues and GAT questions
- Provide updates and documentation as requested
- Decisions on grievances will be implemented promptly
- No retaliation, threats, coercion, discrimination, against consumer or family for filing grievances

- OCFA will send copies of resolution to providers
- No grievance information on client's chart or personnel file

#### To Summarize:

- Is a mandated consumer/family right (no retaliation)
- Ensures that we listen and respond to our clients' concerns
- Repairs client/provider relationship and trust
- Identifies areas of improvement
- GAT handles grievances impartially
- Supervisors, managers, contract monitors: Investigate, resolve, implement, repair in coordination with GAT
- Strict deadlines apply
- Covers all BHRS clients including contractors and AOD

#### Grievance Process – Edgewood Center

Presented by Sapna Patel

##### Client Complaint Procedures:

- All Edgewood clients, family members and legal guardians are oriented to the BHRS and Edgewood Grievance Process at the time of admission and again when a complaint arises
- The process is explained in the client's primary language
- All documents and processes are posted and copies are made available in the lobby of all Edgewood sites
- Edgewood does not tolerate threats, harassment, or any discrimination toward any client/family who files a complaint
- **Step One:** Discuss your complaint directly with the service provider or their supervisor. If unable to resolve the situation, request a Complaint Report and proceed to next step.
- **Step Two:** Fill out the Complaint Report and contact relevant staff listed on the Complaint Contacts by telephone or mail. S/he will make contact within 3 business days of receipt of the report. If your situation remains unresolved, proceed to the next step.
- **Step Three:** Contact the Chief Program Officer who will review all relevant documentation. S/he will send you a written response within 3 work weeks of the time s/he is contacted, or the Privacy Officer will send you a written response within 30 workdays for privacy-related complaints. If you remain unsatisfied, please proceed to the next step.
- **Step Four:** Complaint and/or grievance procedures for your county department of mental health, child welfare, education, or other oversight authority are available in the lobby of the regional reception area.
- **Privacy Officer may be contacted at any step for privacy-related complaints.**

#### **TeleCare Full Service Partnership (FSP)**

Presented by Kevin Jones, Administrator

When a member comes to us at intake they are given a member handbook within the first 24 hours that they are with us. The handbook explains who we are, the type of services we provide, the overall framework of the program, and it spells out both the internal and external grievance process.

Internally we follow a chain of command:

- If the member has a complaint with the case manager we invite them to go to their immediate supervisor, if that doesn't work
- Go to the Clinical Director, if that doesn't work
- Go to the Administrator

Periodically a member is frustrated with us for whatever reason and they will go to OCFA and then I'll get an email from Jairo saying this is what's going on, we're on the clock, please respond.

Our protocol for researching and investigating grievances mirrors the county's. We do not tolerate retaliation or anything that doesn't allow someone's voice to be heard. We review this process with our members annually. We have brochures for our process and that of OCFA posted in our lobbies. We also have a corporate compliance line they call if everything has failed.

### **Patients' Rights Advocates**

Presented by Marshall Gonzalo

#### Five Main Activities

- Investigate complaints of abuse and neglect
- Monitor psychiatric facilities for compliance with codes and regulations
- Represent patients in hearings
- Provide education on laws governing patients' rights
- Provide consultation

#### Main Facilities

- San Mateo Medical Center
- Mills-Peninsula Behavioral Health
- Seton Medical Center
- Cordilleras Mental Health Recovery Center (MHRC)

#### Hearings

- Certification Review Hearings (5250)
- Capacity Hearings
  - Riese Hearings (5150, 5250, 5260, 5270.15)
  - Meredith Hearings (T-con)
  - Medications Review Hearings (1370)

#### **Meeting Adjourned:**

The meeting was adjourned at 4:50 p.m.

#### **Next MHSARC Meeting:**

May 2, 2018 from 3:00-5:00 p.m.  
225 37<sup>th</sup> Avenue, Room 100  
San Mateo, CA 94403

#### **Next Executive Committee Meeting:**

Tuesday, May 15, 2018, at 3:30 p.m.  
2000 Alameda de las Pulgas, Suite 235

San Mateo

**PLEASE BE SURE TO CONTACT CHANTAE ROCHESTER AT 650.573.2544 IF YOU ARE UNABLE TO ATTEND EITHER THE MHSARC OR EXECUTIVE COMMITTEE MEETING.**

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. Please call 650.573.2544.