

MINUTES – APPROVED
June 17, 2021

MENTAL HEALTH ADVISORY BOARD

May 20, 2021

3:00 p.m. – 5:00 p.m.

Health Services Agency, 1400 Emeline Avenue, Room 207, Santa Cruz, CA 95060

Present: Antonio Rivas, Catherine Willis, Erika Miranda-Bartlett, Serg Kagno, Stephan DuBose, Valerie Webb, Xaloc Cabanes, Supervisor Greg Caput

Absent: Hugh McCormick, Jennifer Wells Kaupp

1. Public Comments

- Ludmila Boiko – information on webpage not updated with today’s meeting. Called front desk of Behavioral Health division and was not easy to be transferred, believe inappropriate for receptionist to ask a bunch of questions.
- Richard Gallo from Access CA – reviewed MHSA 3-Year Plan and disappointed with the low number of responses from consumers and families as it is critical to reflect the needs of the mental health community. Innovation Project – surprised no closed captioning. County needs to be in compliance with ADA for the deaf community. Also, no Spanish translation on the innovation project. Minutes not posted on timely manner to complete quarterly report for Access CA.
- Wesley, Intern from CALBHB/C - will forward materials to the Board on the Integrated School Based Behavioral Health for Children and Youth Training.

2. Approved meeting minutes for March 18, 2021.

Motion by Antonio Rivas to approve March 18, 2021 MHAB minutes. Second by Erika Miranda-Bartlett.

AYES: Antonio Rivas, Erika Miranda-Bartlett, Serg Kagno, Stephan DuBose, Valerie Webb, Xaloc Cabanes, Supervisor Greg Caput

ABSTAIN: 0

ABSENT: Catherine Willis, Hugh McCormick; Jennifer Wells Kaupp

Approved meeting minutes for April 15, 2021.

Motion by Serg Kagno to approve April 15, 2021 MHAB minutes. Second by Stephan DuBose.

AYES: Erika Miranda-Bartlett, Serg Kagno, Stephan DuBose, Valerie Webb, Xaloc Cabanes, Supervisor Greg Caput

ABSTAIN: Antonio Rivas

ABSENT: Catherine Willis, Hugh McCormick; Jennifer Wells Kaupp

3. Secretary’s Report – no updates.

4. Presentation: FY2021-23 Operational Plan – Sven Stafford, CAO Principal Administrative Analyst and Najeeb Kamil, Senior Human Services Analyst

- The Operational Plan is part of the County’s strategic initiatives. In 2018, the Board of Supervisors adopted a 6-year strategic plan that set forth the vision, mission, and values for the County. In order to implement that plan, a 2-year Operational Plan was created, comprised of SMART (Specific, Measurable, Attainable, Relevant, Timebound) objectives. In the 2019-2021 plan, there were 180 objectives. The objectives are updated biannually at www.sccvision.us. Currently updating the last piece of that plan and thinking about the 2021-2023 plan. General themes for the next couple of years are trying to work with departments to develop objectives around COVID recovery; developing objectives around fire recovery; and trying to work with

departments to embed equity throughout that plan. This is the County's first step in doing a county-wide organizational look at equity.

- Equality is the idea that everyone should have the same rights or resources. Equity reflects the idea that when people are given equal rights or equal resources, that may not actually be fair since some people are disadvantaged relative to others, due to starting with fewer resources, or bigger barriers to overcome.
- Our ability to provide equitable solutions is impacted by bias, power, and privilege.
- When we look at the equity lens, looking at concept of race and racism. Important to have common understanding of these two concepts which will help the county departments develop organizational strategic goals through that equity lens or framework.
- Two types of systemic racism:
 - Institutional racism - this is when racism takes the form of blocking people of color from access to goods and services or opportunities within society.
 - Structural racism - embeds racial bias across institutions and society. It normalizes and legitimizes racism and that compounds the effect that routinely and systematically advantage white people while producing chronic and cumulative adverse outcomes for people of color.
- Next step in developing objectives - When we are developing our objectives and performance measurement criteria about how we decide whether we are successful or not in implementing those objectives, we are asking departments: 1) Do your measures speak to equitable results; 2) Are we identifying a disparity, and then trying to put a plan together to do something about targeting that disparity? Departments are to come up with measures that pass the public square test. We need to make sure they are measurable, and the data is available and accessible, and if not, need to think about what ways we can develop some of those data points.

View the FY2021-23 Operational Plan below.

5. Standing Board of Supervisors (BOS) Report, Supervisor Greg Caput

- County has moved into yellow tier – less restrictions. Things will be fairly back to normal on June 15th.
- Working on Pajaro River flood prevention. Federal government is going to promise close to \$250 million out of \$400 million. State of CA also in line to give \$120 million with other funding sources. This leaves residents that live in the flood plain to come up with \$21 million in Monterey County and \$21 million in Santa Cruz County. Goal is to get more funding to lower the \$42 million, as it would result in property owners in the flood plain paying less on a property tax assessment that would be attached to their property.
- Currently, 70 people are living in the Veterans Building in Watsonville. Funding from the Federal and State government is ending in October. Looking at every available grant and talking to Federal & State government to extend.
- Board of Supervisors can no longer vote on their own pay raise.
- Purchasing 38 acres of land by the Fairgrounds for park use and recreation. About half of the land is in an environmental protection zone, which would remain the same. The other half, about 18-20 acres would be used for soccer fields, picnic areas, and would also allow future connection with the Fairgrounds for big events.
- Passenger rail services update - people in Watsonville want passenger rail service, but people in mid-county are against it. The 12 commissioners are tied at 6-6 on whether to pursue the passenger rails.

6. Standing Reports

- a. MHSA Advisory Committee (Members: Erika Miranda-Bartlett, Antonio Rivas)
 - Provided feedback to Cassandra Eslami about the plan which was well received.
 - Goal is to make this committee a county wide steering committee, not under the Mental Health Advisory Board.
- b. Site Visit Committee – (Members: Serg Kagno, Hugh McCormick, Valerie Webb)
 - Format change – move from a Standing Committee to an Ad Hoc Committee for each site visit.
- c. SUDSC/MHAB Merger Committee (Members: Xaloc Cabanes, Jennifer Wells Kaupp)
 - Forwarded bylaws to County Counsel, looking for clarity and support from County Counsel.
- d. Community Engagement Committee – (Members: Valerie Webb, Catherine Willis, Stephan DuBose)
 - Opportunities for community engagement as places open. Programs opening next month are MHCAN and Mariposa Wellness Center.
 - Goal is to establish a calendar of events and address certain topics (anxiety, helping others, supporting someone in Mental Health crisis) through newsletters or press releases.
 - Publicity and education on trauma and anxiety as County opens; team up with non-profits and share how to access Mental Health services and direct others.
- e. Law Enforcement and Mental Health Committee (Members: Hugh McCormick, Serg Kagno, Catherine Willis, Jennifer Wells Kaupp)
 - No update.
 - On Wednesday evening at 7pm - Training on Reimagining Public Safety Alternatives to Police for Non-Violent Crisis Calls (advocacy for CAHOOTS program).
 - NAMI speaker on Wednesday evening at 6:30pm - Dr. Alex Threlfall, Chief of Psychiatry.

7. Patients' Rights Reports – by George Carvalho, Patients' Rights Advocate

- View the March report below.
- View the April report below.

8. New Business

- Review/Feedback of MHSA Report – discussion moved to next month. Chair received various comments: voting was not understood; report was not in Spanish (Latino community not heard).

9. Future Agenda Items

- Plan to invite student who wrote an article about her peers dealing with anxiety and self-harm, to give the Board perspective of youth dealing with Behavioral Health issues.
- Other possible guest speakers for future meetings: County Superintendent, counselors, psychologists.

- Open conversation on how we enter conversations around mental health and how we hold space for each other when we are talking, especially when youth is coming on, either sharing experience or talking about deeper mental health concerns or personal experiences. Important to enter the conversation to hold space and demonstrate for the community best practice of holding space with mental health and discussing mental health in a public format.
- San Andreas Regional Center – problem regarding communication, leadership, the organization. Request to hear from the County or San Andreas what is going on with the center.
- \$300K grant given to Herrera Health Group for Toxic Stress. What is going on with that program? What is the process? What are they going to do?

Motion to adjourn made by Antonio Rivas. Second by Supervisor Greg Caput. Meeting adjourned at 4:53 p.m.



FY 2021-23 OPERATIONAL PLAN DEVELOPMENT

Operational Plan Data & Equity Team
Spring/Summer 2021

AGENDA

- Operational Plan Purpose
- Embedding Equity
- Objective Development
- Commission Feedback and Next Steps



OPERATIONAL PLAN PURPOSE

- 2-year plans to achieve County vision and mission
- Departments create SMART objectives to implement major work products
- Updated biannually at www.sccvision.us



EMBEDDING EQUITY

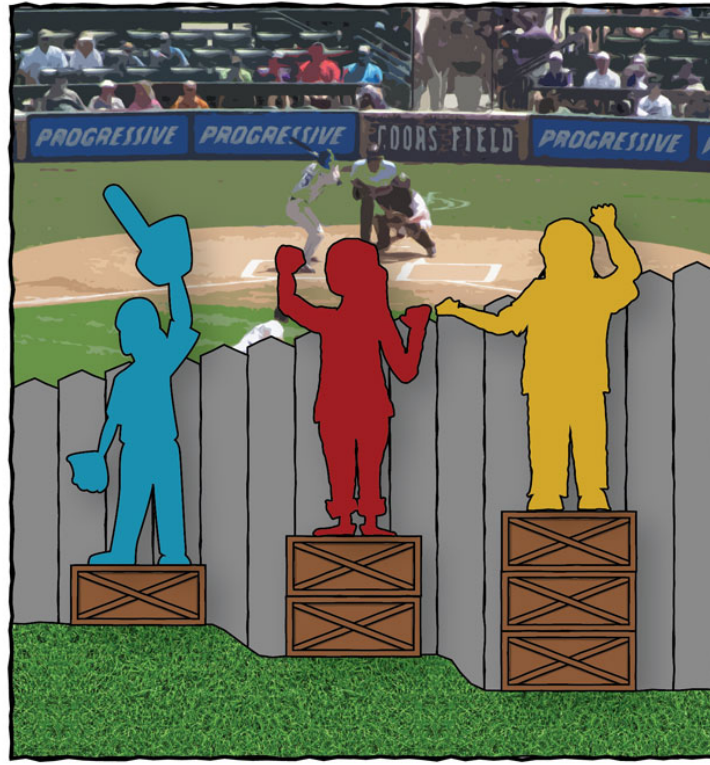
The County and four cities have all declared racism a public health crisis



EQUITY VS. EQUALITY



EQUALITY



EQUITY

- Equality relates to equal distribution of resources (“sameness”)
- Equity relates to proportional equality (“fairness”)
- Equality and equity are not often the same because people do not start out with the same resources
- Examples: voting, healthcare, social security, County budget allocations

BIAS, POWER AND PRIVILEGE

- **Implicit/Unconscious Bias**

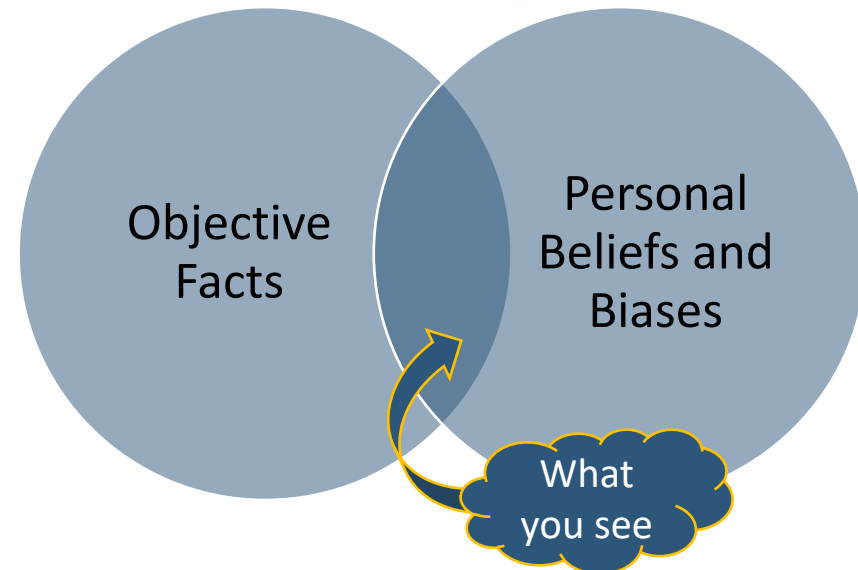
- Example: New hires tend to have similar experience and ethnicity as existing staff

- **Explicit Bias and Discrimination**

- Example: Lower wage paid to female worker performing the same job as a male co-worker

- **Power and Privilege**

- Example: White American citizens are in a position of power and have the privilege of better access to quality education, decent jobs, home ownership, retirement, and wealth



EQUITY LENS: RACE AND RACISM

- **Race** is a way of categorizing people by skin color and other features
- **Racism** is believing some races are inferior or unworthy
 - Leads to Discrimination, Rejection, Harassment, Intimidation, etc.
- Example: A real estate agent showing properties in an affluent North County neighborhood suggests to a Latinx buyer that they might be more comfortable looking for a home in Watsonville



RACISM AND RACIAL JUSTICE

INSTITUTIONAL RACISM

The Legal and Prison Systems



Financial Institutions

Racial Justice:

Dismantling the system of deeply embedded institutional racism through legislation, affirmative action programs, and policy changes

Deficient Access to Healthcare

Housing and Wealth Disparities

Racial Justice:

Taking action to undo the cumulative effect of centuries of racism against people of color in the education, housing, healthcare, nutrition, employment, mental health, etc.



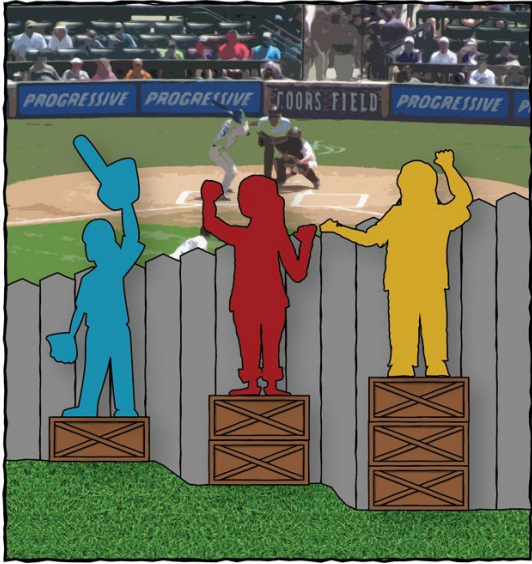
STRUCTURAL RACISM

DEVELOPING OBJECTIVES

The screenshot displays a 'Sustainability' dashboard with a grid of objective cards. Each card includes a status indicator (green for 'COMPLETED', orange for 'IN PROGRESS'), a title, a sub-description, a progress indicator (checkmark or percentage), and a 'Last Updated' date of 12/2020. A search bar is located at the top right.

| Objective | Status | Progress | Last Updated |
|---|-------------|----------|--------------|
| ent System Upgrade | COMPLETED | ✓ | 12/2020 |
| Vacation Rental Tax Audit Hosts | COMPLETED | ✓ | 12/2020 |
| Debt Collection Complete Upgrade | COMPLETED | ✓ | 12/2020 |
| missions Reduction Reduce Emissions | COMPLETED | ✓ | 12/2020 |
| Safe Pesticide Use Increase Permits | IN PROGRESS | 95% | 12/2020 |
| Mosquito Education Improve Awareness | IN PROGRESS | 200% | 12/2020 |
| Loss Reduction | IN PROGRESS | ⚡ | |
| Climate Ready Ag | COMPLETED | ✓ | |
| Organic Agriculture | COMPLETED | ✓ | |

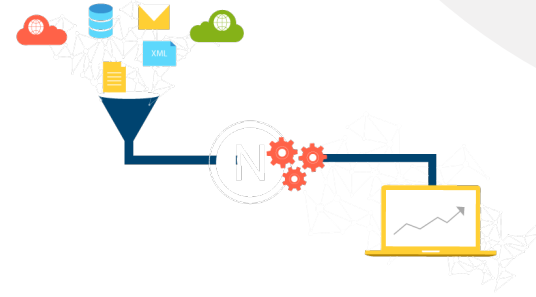
PERFORMANCE MEASUREMENT CRITERIA



Do your measures speak to equitable results?



Do they pass the public square test?

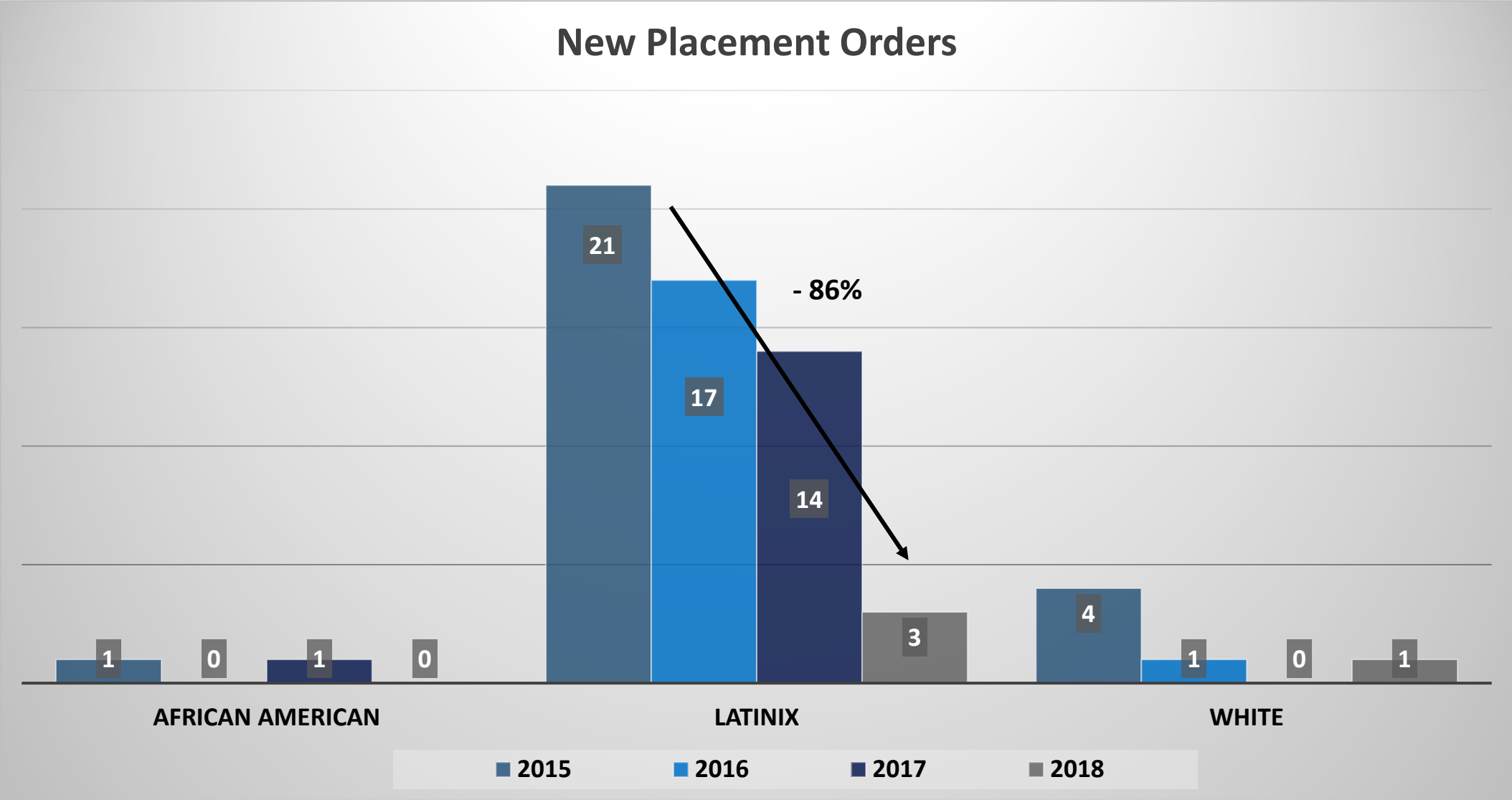


Are they measurable, and the data available and accessible?



Do they have proxy power?

FUERTE OUTCOMES



OBJECTIVE TASKS & TIMELINE

The screenshot displays a 'Sustainability' dashboard with a search bar and a grid of objective tasks. The tasks are categorized by status: Completed (green) and In Progress (orange). Each task card includes a title, a sub-description, a progress indicator (checkmark or wave icon), a percentage (where applicable), and a 'Last Updated' date of 12/2020.

| Objective | Status | Progress | Last Updated |
|--------------------------------------|-------------|----------|--------------|
| Water System Upgrade | Completed | ✓ | 12/2020 |
| Vacation Rental Tax Audit Hosts | Completed | ✓ | 12/2020 |
| Debt Collection Complete Upgrade | Completed | ✓ | 12/2020 |
| Greenhouse Gas Emissions Reduction | Completed | ✓ | 12/2020 |
| Safe Pesticide Use Increase Permits | In Progress | 95% | 12/2020 |
| Mosquito Education Improve Awareness | In Progress | 200% | 12/2020 |
| Food Loss Reduction | In Progress | ~ | 12/2020 |
| Climate Ready Agriculture | Completed | ✓ | 12/2020 |
| Organic Agriculture | Completed | ✓ | 12/2020 |

OPS PLAN TIMELINE

- February - April
 - Operational Plan Instructions
 - Objective Development Workshops
 - Commission Feedback
- May
 - Objective Drafts Due to CAO Analysts
May 7
- May – July
 - Objective alignment and vetting
- August
 - Draft Operational Plan to Board
- September
 - Operational Plan adopted by Board





THANK YOU!



GENERAL EMAIL INFO



SURVEY

PATIENTS' RIGHTS ADVOCATE PROGRAM
MONTHLY STATS

March 2021
Third Quarter

1. Total number of unduplicated clients served this month : 12

2. Community based: 4

Facility based: 8

Number of clients represented at hearings: 36

3. Number of complaints addressed: 10

Roommate conflict (resolved)

Request for lowering of medications (resolved)

Request for representation at conservatorship hearing (referred to attorney)

Complaint of housing discrimination (referred to legal aid society)

5150 issue (ongoing)

3 separate requests to be released from the CSP/5150 hold. Each resolved

Access to property (ongoing subject to monitoring)

Local Mental Health Advisory Board Meeting:

This Advocate attended the Local mental Health advisory meeting remotely on March 25, 2021

Number of Abuse Reports: 5

5 reports were generated by the 7th Avenue Facility. Resident to resident abuse

6) No in-services provided during the month of March, 2021

7) The following facilities were monitored during the month of February, 2021

George monitored by phone contact:

7th Avenue center

Telecare PHF

Telecare CSP

Willowbrook

Wheelock Residential

Telos

The Patients' Rights program go to facilities beginning in April and will begin in person hearing representation as well as long as the county remains in the orange tier

Due to the Covid Pandemic and subsequent stay in place order, in person monitoring of the board and care and facilities, the 7th Avenue facility, and the Telecare facility has been deferred. The focus instead has been in communicating with the facilities to assure that the residents of the various are aware that the Patients' Rights Advocates are available to resolve complaints and advocate on the resident's behalf. To that end the Patients' rights program mailed out fliers stating that the Advocates are still available. We requested that these fliers be posted in prominent places. Also we printed out post postcards to each resident in the board and care facilities, the 7th Avenue Center, and have requested that these be included with the admission packets at the Telecare facility the staff of the Telecare are making regular announcements about the availability of the Patients' Rights program.

Furthermore, the Advocates are in regular contact with the Administrators in developing communicating strategies between the Advocate as well as the resident especially in investigation and following up on abuse investigations.

ADVOCACY INC.
TELECARE CLIENT CERTIFICATION AND REISE HEARING/PATIENTS' RIGHTS
REPORT

March 2021
Third Quarter

| | |
|---|----|
| 1. TOTAL NUMBER CERTIFIED | 27 |
| 2. TOTAL NUMBER OF HEARINGS | 21 |
| 3. TOTAL NUMBER OF CONTESTED HEARINGS | 13 |
| 4. NO CONTEST PROBABLE CAUSE | 14 |
| 5. CONTESTED NO PROBABLE CAUSE | 4 |
| 6. VOLUNTARY BEFORE CERTIFICATION HEARING | |
| 7. DISCHARGED BEFORE HEARING | |
| 8. WRITS | |
| 9. CONTESTED PROBABLE CAUSE | 9 |
| 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 February 1, 2021 through February 28, 2021 associated with providing representation to clients held at Telecare (Santa Cruz Psychiatric Health Facility) who are facing Reise Hearings.

Total number of Reise petitions filed: 9

Total number of Reise Hearings conducted: 7

Total number of Reise Hearings lost: 7

Total number of Reise Hearings won: 0

Total number of Reise Hearings withdrawn: 2

Hours spent on Reise Hearings Conducted: 14

Hours spent on all Reise Hearings: 16

Cross Over clients: 0 (Clients in common with the Long Term Ombudsman program)

- Note of explanation: before the Covid pandemic hearing days were set for Tuesday and Friday every week however, this has changed in that the Certification review hearings have breached the confines of the set days. Now, the Patients' Rights Advocacy program can be called upon, generally with a 24 hour notice to provide hearing representation when called upon by the Telecare staff.

PATIENTS' RIGHTS ADVOCATE PROGRAM
MONTHLY STATS

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Third Quarter

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Furthermore, the Advocates are in regular contact with the Administrators in developing communicating strategies between the Advocate as well as the resident especially in investigation and following up on abuse investigations.

ADVOCACY INC.
TELECARE CLIENT CERTIFICATION AND REISE HEARING/PATIENTS' RIGHTS
REPORT

April 2021
Fourth Quarter

| | |
|---|----|
| 1. TOTAL NUMBER CERTIFIED | 30 |
| 2. TOTAL NUMBER OF HEARINGS | 30 |
| 3. TOTAL NUMBER OF CONTESTED HEARINGS | 12 |
| 4. NO CONTEST PROBABLE CAUSE | 18 |
| 5. CONTESTED NO PROBABLE CAUSE | 3 |
| 6. VOLUNTARY BEFORE CERTIFICATION HEARING | |
| 7. DISCHARGED BEFORE HEARING | |
| 8. WRITS | |
| 9. CONTESTED PROBABLE CAUSE | 9 |
| 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)

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The following is an account of activity March 1, through March 31 2021 associated with providing representation to clients held at Telecare (Santa Cruz Psychiatric Health Facility) who are facing Reise Hearings.

Total number of Reise petitions filed: 5
 Total number of Reise Hearings conducted: 5
 Total number of Reise Hearings lost: 5
 Total number of Reise Hearings won: 0
 Total number of Reise Hearings withdrawn: 0
 Hours spent on Reise Hearings Conducted: 10
 Hours spent on all Reise Hearings: 10
 Cross Over clients: 0 (Clients in common with the Long Term Ombudsman program)

- Note of explanation: before the Covid pandemic hearing days were set for Tuesday and Friday every week however, this has changed in that the Certification review hearings have breached the confines of the set days. Now, the Patients' Rights Advocacy program can be called upon, generally with a 24 hour notice to provide hearing representation when called upon by the Telecare staff.