

**Alameda County Mental Health Board
ADULT COMMITTEE MINUTES
October 20, 2008 ♦ 12:00pm-2:00pm
Alvarado Niles Room
Behavioral Health Care Services Office
2000 Embarcadero Cove, Oakland, CA 94606**

Meeting called to order @ 1:10pm by Alane Friedrich

HOUSEKEEPING

Roll Call/Introduction of Guests

MHB Members: Alane Friedrich

Attendees: Francesca Tenenbaum (Patients’ Rights Advocates), Pansy Taft-Butkowski (Sausal Creek), Mary Suilmann (Telecare), Beverly Bergman (Family Caregivers’ Advocates) and Haeyoung Sohn (JGPP)

BHCS Staff: Peter Alevizos, Agnes Catolos, MaryAnn D’Onofrio, Robert Ratner and Michael Lisman

ITEM	DISCUSSION	PLAN/ACTION
Approval of Adult Committee September 2008 Minutes	No correction was made to the Adult Committee September 2008 minutes.	M/S/C Ms. Tenenbaum/ Ms. Bergman Motion passed All favored
Correspondence	Ms. Friedrich mentioned that she would like to have a presentation on Crisis Services and ACCESS.	
Presentation: Housing the Mentally Ill by Dr. Robert Ratner	<p>Dr. Ratner distributed a handout that described the ACBHCS Initiatives: Housing Services Office (HSO). He stated that housing is one of the focal points of the BHCS’ new initiatives in the MHSA funds. He provided an overview of the purpose of the HSO i.e. to expand the range of programs in housing opportunities for people with behavioral issues across the age range from children to older adults and to promote concepts of supportive housing to establish people’s choice in obtaining, getting and keeping housing throughout the county.</p> <p><i>Desired outcomes of HSO i.e.:</i></p> <ul style="list-style-type: none"> • for people to get high quality and affordable housing with the right supportive services • to reduce homelessness and inappropriate institutionalization • to keep and maintain housing 	

<p>Presentation: Housing (Cont.)</p>	<ul style="list-style-type: none"> • to focus on both alcohol and drugs and mental health. <p><i>Importance of the Initiative:</i> Increasing opportunities for high quality affordable housing and choice have been identified as key elements in the promotion of wellness, recovery and resiliency in several research studies.</p> <p><i>Current Projects and Timeframes i.e.:</i></p> <ul style="list-style-type: none"> • Housing Assistance Loan Fund-a flexible loan for people who are being served in BHCS • Housing Communications i.e. website, newsletter, email list, etc. • Housing Search Guide-working with consultant to create a family/consumer friendly housing resource guide. Housing search links is available at http://www.acbhcs.org/housing/housing_search.htm • Housing Info. through Eden I & R and by calling 211 or (888) 886-9660 • EveryOne Home-Homeless Prevention Project to reduce homelessness • MHSAs Full Service Partnerships (FSP) which target homeless individuals. There are 6 FSP programs such as: Bonita House-HOST Program, FACT Program, Greater Hope, etc. • Creating Homes-is a project that combines vocational, peer and housing supports for people currently involved in service teams; its under development. <p>Other handouts that were distributed were:</p> <ul style="list-style-type: none"> • MHSAs Housing Program Project List • Housing Resources • HSO Newsletter 	
<p>Discussion on How's for Site Visit</p>	<p>Ms. Tenenbaum asked what the role of the MHB is.</p> <p>Ms. Friedrich responded that the responsibility of the MHB is to review and evaluate the mental health system of the county; MHB is the only State mandated board; the board members are appointed by the Board of Supervisors and in Alameda County each Supervisors has 3 appointments.</p> <p>Ms. Friedrich stated that she spoke with Jim Sondecker and that he is in favor of doing site visit at John George.</p> <p>Ms. Sohn stated that everyone at the table has been to John George several times and she thought the site visit is for the new MHB members.</p>	<p>Ms. Friedrich will bring the legislation info to show committee members.</p>

<p>Discussion on How's (Cont.)</p>	<p>Ms. Tenenbaum stated that she is not clear on what can be seen in a site visit.</p> <p>Ms. Friedrich responded that it is rewarding to see what is happening at the facility.</p> <p>Committee members expressed interest to visit facilities that they've never been before i.e. Willow Rock, Cherry Hill and Safe House.</p>	
<p>Discussion on Evaluating a Site</p>	<p>Ms. Friedrich stated that she does not want providers to be afraid when the MHB members come to do site visit; she felt that board members need to be educated about the system i.e. to understand how people get into the system, what happens when they get into the system, to know the rights of individuals, what kind of treatments are available etc.</p> <p>Other issues that were addressed were: lack of translators for hearing impaired and medical clearance.</p>	<p>Ms. Friedrich asked to inform Dave Kears of what is happening re: medical clearance and ambulance policy... it costs time and resources.</p>
<p>Reports and Reports Discussion: Safe House Report and Cherry Hill Report</p>	<p>Ms. Becker was unable to attend meeting...monthly reports for Safe House and Detox were distributed.</p> <p>Ms. Sohn pointed out that JG is still not included in Cherry Hill report.</p> <p>Mr. Lisman would also like to see referral from Safe House to Cherry Hill in Cherry Hill Report.</p> <p>Concerns were expressed re: Safe House still not at capacity.</p> <p>Mr. Lisman addressed that it's because of lack of connection to the community and lack of awareness in the community and different police departments.</p>	<p>Ms. Friedrich stated they are trying to get Ms. Tenenbaum to do a presentation to the Police Departments and she felt that it may be good to combine presentations from Safe House and Patients' Rights to the Police Dept.</p>
<p>Sausal Creek (SC) Report</p>	<p>Ms. Taft-Butkowski presented the Sausal Creek Report for August 2008 i.e.:</p> <ul style="list-style-type: none"> Admission-388 Ave. number of clients/24 hours-12.9 Walk-ins-258 Mental Health Referrals-107 AOD Providers Referrals-18 Oakland Police Dept. Referrals-5 Uninsured -250 	

<p>SC Report (Cont.)</p>	<p>Ave. Length of Waits for services (minutes)-120 Ave. Length of Visits (hours) -7 5150's-(John George)-6 Self/Family/Friends-329 Clients New to Sausal Creek -105 Clients New to County System -85</p> <p>Detailed report was distributed.</p> <p>Ms. Taft-Butkowski stated that the BHCS welcoming initiative made a big difference at SC; they received 3 phone calls saying positive things about SC and one client was even willing to have a tattoo re: SC.</p> <p>Dr. Alevizos asked about SC expansion.</p> <p>Ms. Taft-Butkowski responded that they are still waiting for the permit from the City of Oakland to be able to expand SC and stated that she might take on Alane's offer in providing support in getting the permit.</p>	
<p>Patients' Rights Advocates (PRA) Report</p>	<p>Ms. Tenenbaum presented the PRA Report for September 2008 that consisted the following:</p> <p><i>Total Calls Received:</i> Complaints of Violations of Codes/Regulations-637 Requests for Information/Assistance-363 Voicemail Message Received-274 Investigations Conducted-20 Facility Monitoring Visits-16 Training/Educational &/or Consultation Sessions-9 <i>Source of Patient Calls Including Messages Left i.e.:</i> John George-116 Fremont Hospital-96 Herrick-44 <i>Type of Calls i.e.:</i> Abuse-9 Patients' Rights-65 Quality of Care-72 Legal -259 Patient Representation: 5250 Certifications (14 day holds) # of patients certified -507 Number of Patients upon who petitions were filed-45</p>	

John George Report	<p>Ms. Sohn presented John George Report for September 2008:</p> <p>Inpatient Average Length of Stay-8.32 Inpatient Average Daily Census-68.4 Total Discharge Days-1988 PES Utilization-850 PES-Average Daily Census-29.3 PES Over 24 Hour Patients-6.26 Admission-233 Discharge Data -234 Inpatient Admin. Days-703 Inpatient Denied Days-123 Restraint & Seclusion by Unit: PES- <u>29</u>; B- <u>4</u>; C- <u>3</u> ; D- <u>8</u> Restraint & Seclusion Episodes by 100 Patient Days-3.22 Restraint & Seclusion Daily Average-2.2 Inpatient Discharge Disposition i.e. Home-<u>111</u>; Shelter -<u>35</u>; B&C-<u>27</u></p>	
Family Caregiver Advocacy & Support Program	<p>Ms. Bergman presented Family Caregiver Service Report for Sept. 2008 i.e.</p> <ul style="list-style-type: none"> • Patients' Rights Referral-7 • Family Support Group-35 • Phone Calls-141 • New Family/Visitor-42 • Repeat Family/Visitor-36 • Repeat Hospital Visits-36 <p>Ms. Bergman stated that she works at JG, working with family/friends as well as new or repeat family visitors at JG. She also provides empathy and referral info, she collaborates with other programs i.e. PRA's Consumer Assistance Specialist and with Jay Mahler (BHCS Consumer Relations Manager). She added that the Family Education Resource Center is now in the process of hiring a Program Director and the center will provide more services to family members.</p>	
800 Complaint Report	Ms. Tenenbaum distributed the Complaint Report for September 2008.	
Chair Report	No report given	

Minutes submitted by: Agnes Catolos