

**Alameda County Mental Health Board Minutes**  
**December 8, 2008 ◊ 12:00pm-2:00pm**  
**First 5 Office Suite 130**  
**1100 San Leandro Boulevard**  
**San Leandro, CA 94578**

Meeting called to order @ 12:10 by Chair Rochelle Elias

**HOUSEKEEPING**

Roll Call / Introduction of Guests

**Mental Health Board Members:**

**Present:** Rochelle Elias, Alane Friedrich, Lisa Gifford, Luvenia Jones, Dorothy King, Sheldon Koiles, and Sup. Gail Steele

**Excused:** Pat Buchanan, Dr. Laura Mason and Maxine Oliver-Benson,

**Absent:** Dr. Stephen Post and Ravi Sodhi

**BHCS Staff:** Agnes Catolos, Adrienne DeSantis, Barry Hall, Sharon Kuehn, Barbara Majak, Gary Spicer, Paul Takayanagi, Toni Tulleys and Wendi Wright

**Public:** Lorenzo Kearney (HHMSC), Kathie Zarkin (ACNMHC), Darnell Levingston, Nancy Thomas (ACNMHC), Joseph Carter (HHMSC), Carol Patterson (BMH), Marie Vangene (San Leandro USD), Joan Miro (NAMI), Connie Ryan (San Leandro USD), John Woodruff (PEERS) and Abdul Olorode (HHMSC/TAS)

<b>ITEM</b>	<b>DISCUSSION</b>	<b>ACTION</b>
<b><u>Approval November 2008 MHB Minutes</u></b>	No correction was made to the November 2008 MHB minutes.	Approval of Nov. 2008 MHB Minutes M/S/C Ms. Gifford/ Ms. Friedrich All Favored
<b><u>Workforce Education and Training (WE&amp;T) Plan Final Public Hearing</u></b>	Ms. Majak provided a background of the MHSA process as follows: WE&T is the 3 <sup>rd</sup> component of the MHSA and the final public comment presented in the MHB meeting is the 8 <sup>th</sup> community forum on the plan. When the public review is completed the substance of the comment will be summarized and appended to the plan and next step is to submit the plan to the State Dept. of Mental Health (DMH) for their review and approval and it will be sent to the Oversight Accountability Commission (OAC) as well for their comment.	

<i>ITEM</i>	<i>DISCUSSION</i>	<i>ACTION</i>
<p><i>WE&amp;T Plan Final Public Hearing (Cont.)</i></p>	<p><i>Ms. Majak related that the Prevention and Early Intervention (PEI) was just approved last week and she expressed that with the state budget crisis it is really important to get plans approved because there is a language in the Governor’s state budget that will allow the state to borrow money from the MHSA fund; the money that can be borrowed is not yet allocated to the county and when the county gets their plans approved the money will be allocated to them and cannot be borrowed by the state. Ms. Majak expressed that they are very pleased that they are now in the 3<sup>rd</sup> component of the MHSA process with the CSS and PEI plans being approved and being able to complete the WE&amp;T.</i></p> <p><i>Ms. Friedrich mentioned that the MHB sent letter to the Governor, Legislators and CA. Local MHB requesting not to attach the unassigned MHSA money.</i></p> <p><i>Ms. Elias added that the letter was also sent to all Alameda County City Mayors and other constituents.</i></p> <p><i>Ms. Tulleys stated that they will integrate all of the comments to the plan that will be submitted to the state. She provided an overview of the WE&amp;T as follows:</i></p> <ul style="list-style-type: none"> <li>• <i>5 Fundamental Concepts of the WE&amp;T are:</i> <ol style="list-style-type: none"> <li>1) <i>Wellness, Recovery and Resiliency</i></li> <li>2) <i>Cultural Competence</i></li> <li>3) <i>Client and Family Driven Mental Health System</i></li> <li>4) <i>Integrated Service Experience</i></li> <li>5) <i>Community Collaboration</i></li> </ol> </li> <li>• <i>State DMH WE&amp;T Guidelines i.e.:</i> <ul style="list-style-type: none"> <li>◦ <i>Addressing identify shortages in occupations, skill sets and individuals with unique cultural and linguistic competence</i></li> <li>◦ <i>Providing education and training for individuals who provide services in the public mental health services.</i></li> </ul> </li> <li>• <i>ACBHCS WE&amp;T Goals:</i> <ul style="list-style-type: none"> <li>◦ <i>To increase the number of clients and family members in the mental health system</i></li> <li>◦ <i>To increase workforce diversity, cultural competency and language capacity that will reflect Alameda County’s unserved, underserved and inappropriately served communities.</i></li> <li>◦ <i>To recruit and retain individuals in hard to fill positions</i></li> <li>◦ <i>To grow our own-by providing training, developing internal career pathways and offering financial incentives</i></li> </ul> </li> </ul>	

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<p><i>WE&amp;T Plan Final Public Hearing (Cont.)</i></p>	<ul style="list-style-type: none"> <li>◦ <i>To partner with local and regional educational institutions, from high schools to graduate schools.</i></li> <li>• <i>WE&amp;T funding-Alameda County will receive an allocation of approximately \$7.6 mil which is based on the county size. WE&amp;T requires a long term investment to develop and sustain the workforce necessary to serve Alameda County’s clients and families.</i></li> <li>• <i>9 Proposed WE&amp;T Actions:</i> <ol style="list-style-type: none"> <li><i>1) Workforce Staffing Support</i></li> <li><i>2) Training Institute</i></li> <li><i>3) Peer Employment Toolkit</i></li> <li><i>4) Community College Career Pathway</i></li> <li><i>5) Educational Campaign to Increase Workforce Diversity</i></li> <li><i>6) Financial Incentive Program</i></li> <li><i>7) Graduate Stipends to Increase Workforce Diversity</i></li> <li><i>8) Loan Assumption Program</i></li> <li><i>9) Internship Program</i></li> </ol> </li> </ul> <p><i>Ms. Tulleys stated that the next steps are: all of the substantive public comments will be integrated to the draft plan and will be posted in the BHCS website; the final plan will be submitted to the State DMH in mid Dec. and county is expecting to receive approval and funding in Feb. 2009.</i></p> <p><i>WE&amp;T PUBLIC COMMENTS:</i></p> <ol style="list-style-type: none"> <li><i>1) Lorenzo Kearney (Howie Harp) commented on Action #5-Educational Campaign to Increase the Workforce Diversity, he addressed that the budget should be more than \$75,000.</i></li> <li><i>2) Nancy Thomas (Director of Alameda County of Network of Mental Health Clients)-stated that Action # 3-Peer Employment Kit needs to be funded as a whole; she felt that each part is extremely important in getting peer people ready, able and trained to be providers in both self help and in traditional system. She also addressed the following: the need for a consumer run program; salary equity for the CBO’s and the county; the need for training to be provided by the training institute i.e. training on how to work together and a real specialized training for their network.</i></li> <li><i>3) Carol Patterson (Berkeley Mental Health Consumer Liaison and members of Pool of Consumer Champions (POCC)-spoke about Action #3 Peer Employment Toolkit, she felt that it is really great and it is a very comprehensive package of services to support and encourage consumers and family members to work in the mental health system. She addressed that it is vital that consumers are working openly in the mental health system because it is a major hope for the transformation to wellness recovery and resiliency</i></li> </ol>	

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<p><i>WE&amp;T Plan Final Public Hearing (Cont.)</i></p>	<p><i>based system.</i></p> <p><i>4) Sally Zinman (member of POCC and Consumer Relations Teams)-addressed her concerns about hiring of consumers in the mental health system; the need for a consumer run programs and the importance of training. She also pointed out that more consumers are not hired in the mental health system because their personal experiences were not valued and they need to be trained on how they can contribute consumer values and principles.</i></p> <p><i>5) Abdul Olorode (Consumer and working at Howie Harp and Traveler’s Aid Society)-addressed his concern on Action Item #1 Workforce Staffing Support, he would like to have staff and group support for youth and provide youth resources before it is too late. He addressed the need for values, cultural and ethnics, the need to focus on reducing stigma and to ensure that staff is safe.</i></p> <p><i>6) Darnell Levingston (member of POCC/Criminal Justice Committee/African-American Male Committee and OPC)-addressed the need to get people trained, the need to have a consumer run programs and expressed his concerns re: peer employment and salary equity between the county and CBO’s.</i></p> <p><i>7) Joan Miro (NAMI and a parent)-addressed what she did not hear from the WE&amp;T Planning, she related that her son has been to John George and now at Villa. She would like to see in the training program that the employees have good customer service and to incorporate that the customer is the patient/client that suppose to be served. She hoped that the county will incorporate the love and addressed not to hire anybody who does not relate to children and mentally ill just because they have a degree.</i></p> <p><i>MHB Members:</i></p> <p><i>1) Luvenia Jones related that she also experienced what Ms. Miro experienced. She expressed that the WE&amp;T Plan and all the public comments are wonderful and that the plan might not be perfect but she is hopeful that the county will get there.</i></p> <p><i>2) Sup. Gail Steele agreed that the WE&amp;T plan will try to make the system better but she addressed on how the county will be going to monitor in getting there with the lack of understanding for people who are mentally ill because she felt that it is so epidemic across the board in the system not just in mental health but also in other agencies its an issue i.e. there are a lot of children being taken away from parents because of mental illness or personality disorder and with no support services for parents whether its substance abuse or mental illness. Sup. Steele stated that she would like to see how the county will do monitoring of the plans and what is built on the training program.</i></p> <p><i>3) Dorothy King thought that they put together a very comprehensive consumer run program before like the Henry Robinson Multi Service Center and the Oakland Independent Support Center and she can’t believe that in 2008 everybody’s still talking</i></p>	

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<i>WE&amp;T Plan Final Public Hearing (Cont.)</i>	<i>about developing consumer run program. She related that one of her worst experiences is to try finding services for her son and it is the reason why she joined the MHB, she wants to make sure that no parents experience what she experienced. She stated that there was a law that the parent cannot find out what is going on with their children but her son allowed her to talk to doctors. Ms. King related that she is involve in a new program at Kaiser called “Multi Family Program” where parents sit with their children and other families and they were able to talk about different issues, able talk to doctors, psychiatrist and case managers. She stated that the program at Kaiser is really working for her son and that she would like to see more programs like it where the family is involve in the treatment. She addressed that as a parent there is a need to have better programs and a need to have people to have compassion for parents.</i>	
<b><u>Action Items:</u></b>	<i>None.</i>	
<b><u>Discussion Items:</u></b> <i>Establishing Board Committee/Areas of Board Driven Interest</i>	<p><i>Ms. Elias stated they’ve discussed at the last Executive Committee about establishing board committees and board driven interest which she felt is important to the transformation taking place within the mental health care system. She related that Dr. Thomas mentioned that she would have some info on different interests or committees that would help the board form committees and to gain access to more info on what goes on in the county.</i></p> <p><i>Ms. Friedrich related that one of the topics that they’ve discussed at the Adult Committee was about the care for people who reached the “end of life” and several people expressed their interest on this population. She stated that there is a need to look at what the policies are particularly in the Public Conservators Office which does not grant hospice care to an individual under their conservatorship.</i></p> <p><i>Sup. Steele suggested looking at Social Services policy first.</i></p> <p><i>Ms. Elias stated that what she would like to do is establish a board survey on what area of interest board members might be interested to be involved.</i></p> <p><i>Ms. King stated that she would be interested to be involved in a consumer advocacy committee for parents and consumers.</i></p> <p><i>Sup. Steele stated that the board needs to look at the staff time before establishing new committee because every committee needs to have some staffing and also needs to look at some of the issues that could fit in the existing committees.</i></p> <p><i>Ms. Elias stated that further discussion on this topic is needed.</i></p>	

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<b><u>Director's Report</u></b>	<p><i>Dr. Thomas discussed the following:</i></p> <ul style="list-style-type: none"> <li>◦ <i>Complaint Process-Dr. Thomas stated that individuals who have complaints can use each of the providers as part of the BHCS' quality improvement which is required to have a complaint process and she encouraged the board members that if complaints are brought to the board to direct people back to the complaint process with the particular provider that is failing, there is a system wide complaint process that goes to the Mental Health Association (MHA) and formal complaints can be filed and get investigated because the idea is to resolve complaints at the lowest level in the system. Next, is an agency grievance process that investigates and make some findings and make people aware of what the findings are and will inform the providers as well of what is the expectation of correction depending on what the findings are. Complaints get addressed at the Quality Improvement Committee. In addition to the complaint process, BHCS also do consumer satisfaction survey.</i></li> <li>◦ <i>Family Education Resource Center (FERC)-the main FERC will be located in Eastmont Mall and there will be satellites in Fremont, Livermore and Hayward. A lot of people expressed concern about access in Eastmont Mall and for this reason the MHA might provide some services at their office.</i></li> <li>◦ <i>Dr. Thomas stated that in regards to what Ms. Elias mentioned on establishing board committees followed board interest... Dr. Thomas stated that there is a number of things that the BHCS Dept. must do and what work best for the board and the dept. is looking on similar issues i.e. the Delta process and Front Door Project, where the board and the dept. work collaboratively and it resulted in a number of projects.</i></li> <li>◦ <i>Budget Update-MHB was encouraged to appoint up to 5 members to be part of the BHCS Budget Task Force which meets every Tuesday from 3pm-6pm in Alameda Room, Embarcadero Cove.</i></li> </ul> <p><i>Dr. Thomas mentioned that she would like to keep in touch with Ms. King to learn more about on how Kaiser has done their outreach that involve family members.</i></p>	
<b><u>MHB Chair Report</u></b>	<p><i>Ms. Elias congratulated Dr. Ratner for a successful housing event at Grand Lake Theater last Thursday. She reminded everyone of the MHB Holiday Gathering on Dec. 14th and made an announcement the Executive meeting is rescheduled to Dec. 18<sup>th</sup> due to the holiday.</i></p>	
<b><u>Committee Chair Report</u></b> <i>Adult Committee</i>	<p><i>Ms. Friedrich related the following Adult Committee Meeting Times: December meeting is cancelled; Jan. meeting is on Jan. 21<sup>st</sup> and Feb. meeting is on Feb. 26<sup>th</sup>. Ms. Friedrich stated that she would try to start site visits in Jan. 09 and would like to start in John</i></p>	

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<i>Adult Committee (Cont.)</i>	<i>George but with the issue on end of life, she is tempted to do site visit at Morton Bakar first. She stated that she will address the complaints she just heard to John George at the next Adult Committee Meeting.</i>	
<i>Children's Advisory Committee (CAC)</i>	<i>Sup. Steele stated that the CAC had discussions on dual diagnosis and how to get alcohol and drugs work together with children's mental health.</i>	
<i>Public Awareness Committee (PAC)</i>	<i>Ms. Elias stated that the PAC is moving in the direction of doing more outreach in print media and that they are about to develop short and long term goals. She mentioned that the TV program is doing very well and commended Barbara Meyers for doing a wonderful job and added that the next program that Ms. Meyers will be doing is mental health in Latino community.</i>	
<b><u>Public Comments</u></b>	<p><i>Abdul Olorode addressed the following: reduction of incarceration; strengthen counseling/education program; avoid stigma within mental health clients and county programs and the importance of working together in solving complaints. He invited MHB members to do site visit in Howie Harp.</i></p> <p><i>Lorenzo Kearney provided info re: Howie Harp's Winter Shelter</i></p>	
<b><u>Board Comments</u></b>	<i>None.</i>	

*Meeting was adjourned @ 2:20PM  
Minutes submitted by Agnes F. Catolos*