

**Alameda County Mental Health Board  
ADULT COMMITTEE MINUTES  
June 15, 2009 ♦ 1:00pm-3:00pm  
Alvarado Niles Room**

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

**HOUSEKEEPING**

Roll Call/Introduction of Guests

MHB Members: Alane Friedrich, Sheldon Koiles, Pat Buchanan and Laura Mason

Attendees: Beverly Bergman (Family Caregiver Advocate), Mary Suilmann (Telecare), Pansy Taft-Butkowsky (Sausal Creek)  
Francesca Tenenbaum (Patients' Rights Advocate) and Dennis Romano (ACCMHA)

BHCS Staff: Rick DeGette and Michael Lisman

ITEM	DISCUSSION	PLAN/ACTION
<b>Approval of Adult Committee May 2009 Minutes</b>	Ms. Tenenbaum made a motion for the approval of the Adult Committee May 2009 minutes.	M/S/C Ms. Tenenbaum/ Ms. Bergman Motion passed.
<b>Vocational Program</b>	<p>Rick DeGette provided an overview of the Vocational Program e.g.</p> <ul style="list-style-type: none"> <li>• Voc Program provides employment services to help people get into competitive work and transitional/temporary work program. <i>Competitive Work</i> would be a job that anybody in the community can access. <i>Transitional/Temporary work</i> helps people to be able to work in a situation where they can try some work experiences to have endurance to be more competitive.</li> <li>• Voc Program provides the following services: <ul style="list-style-type: none"> <li>◦ job councilors/coaches-help people to be prepared</li> <li>◦ job developers-help people to get job</li> <li>◦ vocational instructors-help people to learn various skills</li> <li>◦ vocational specialist-train staff or consumers to learn how work will impact their benefits</li> </ul> </li> <li>• Voc Program identified 5 strategic plans that they need to focus on to help clients: <ol style="list-style-type: none"> <li>1) Efficiency/quality of service-there were number of concerns raised on how quickly somebody will get work; they will try to promote 10% of people to be on mental health staff</li> </ol> </li> </ul>	

<b>Vocational Program (Cont.)</b>	<p>2) Location-not accessible to people who live in remote areas in the county.  3) Population-not all people in mental health system is served; they only serve about 350 people per year.  4) Resources-lack of available positions.  5) Job Options-to help people go through vocational development process if they can't get a job to know what is going to work and to offer supportive employment by providing intensive wrap around support. SAMHSA has a tool kit available at their website on how to design a program and to find out what program is going to work.</p> <ul style="list-style-type: none"> <li>• BestNow Training's relationship to Vocational Program was established through some agreements couple of years ago. <ul style="list-style-type: none"> <li>◦ BestNow Training is a consumer-run, empowerment, leadership, job-training, placement and support program for mental health consumers who want to work in the human services field.</li> <li>◦ <i>Who could get in to BestNow?</i> Any residents of Alameda County not just BHCS clients; they have to be motivated and if they had substance abuse issues they need to be clean and sober.</li> <li>◦ Tonni Tulleys (Workforce Manager) is putting together a hiring plan.</li> <li>◦ Clinicians are asked to make referral to Voc Services and BestNow.</li> <li>◦ BestNow accommodates people who have certain disabilities e.g. learning disability. The Disabilities Act in 1992 states that employer has to provide reasonable accommodation to people who have disabilities e.g. developmental, psychiatric, physical disability, etc.</li> </ul> </li> </ul>													
<b>REPORTS: Sausal Creek (SC) Report</b>	<p>Ms. Taft-Butkowski presented SC report for May that included data e.g.</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">Admission-339</td> <td style="width: 50%;">Walk-ins-221</td> </tr> <tr> <td>Ave. number of clients/24 hours-11.3</td> <td>Mental Health Referrals-95</td> </tr> <tr> <td>AOD Providers Referrals-20</td> <td>Oakland Police Dept. Referrals-3</td> </tr> <tr> <td>Uninsured-201</td> <td>Ave. Length of Waits (Minutes)-150</td> </tr> <tr> <td>Ave. Length of Visits (hours)- 8.5</td> <td>Clients New to Sausal Creek-126</td> </tr> <tr> <td>Clients New to County System-43</td> <td>Clients Returning to Sausal Creek-170</td> </tr> </table> <p>Ms. Taft-Butkowski mentioned the following:</p> <ul style="list-style-type: none"> <li>• Less repeating patients not certain of the reason</li> <li>• Waiting time length for very ill individuals increased</li> </ul>	Admission-339	Walk-ins-221	Ave. number of clients/24 hours-11.3	Mental Health Referrals-95	AOD Providers Referrals-20	Oakland Police Dept. Referrals-3	Uninsured-201	Ave. Length of Waits (Minutes)-150	Ave. Length of Visits (hours)- 8.5	Clients New to Sausal Creek-126	Clients New to County System-43	Clients Returning to Sausal Creek-170	
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<b>Patients' Rights Advocates (PRA) Report</b>	<p>Ms. Tenenbaum presented PRA's report for April that consisted the following:</p> <p>Total Calls Received: 639</p> <ul style="list-style-type: none"> <li>◦ Complaints of Codes/Regulations Violations-15</li> <li>◦ Requests for Information/Assistance-624</li> </ul>													

<b>PRA Report (Cont.)</b>	<ul style="list-style-type: none"> <li>◦ Voicemail Message Received-287</li> <li>Investigations Conducted- 15</li> <li>Facility Monitoring Visits-23</li> <li>Training/Educational &amp;/or Consultation Sessions-12</li> <li>Source of Patient Calls Including Messages Left i.e.: <ul style="list-style-type: none"> <li>◦ John George-135</li> <li>◦ Fremont Hospital-59</li> <li>◦ Herrick-44</li> </ul> </li> <li>Type of Calls i.e.:◦ Abuse-6 ◦ Patients’ Rights-79 ◦ Quality of Care-37◦ Legal -136</li> </ul> <p>Patient Representation: 5250 Certifications (14 day holds) # of patients certified -502 Number of Patients upon who petitions were filed-58</p> <p>Ms. Tenenbaum addressed the following:</p> <ul style="list-style-type: none"> <li>• Herrick Hospital still hasn’t agreed for training.</li> <li>• Administrator at John George is at the facility only twice a week; there’s no one to address urgent concerns.</li> <li>• Meals issues at John George-meals are served 1 hour ½ late; family members bring in food for their loved ones.</li> <li>• Seclusions and restraints increased because of meals being late.</li> <li>• PES issues e.g. no warm food provided at PES only inpatient unit gets hot meals; keeping people longer than 24 hours-State Licensing was informed about this issue but John George will not be cited because the demand is higher than available resources.</li> </ul>	
<b>Consumer &amp; Family Grievance Report</b>	Consumer and Family Grievance Report was distributed.	
<b>Family Caregiver Report</b>	<p>Ms. Bergman presented the Family Caregiver report that included the following:</p> <ul style="list-style-type: none"> <li>• May 1-May 31-she received 141 phone calls from Families and Referral line; 54 calls from repeat callers; contacted 48 new family members; 54 repeat visitors at John George.</li> <li>• Addressed the serving of patients meals at John George has been affecting families trying to visit loved ones, sometimes they had to wait up to 30 minutes to be able to visit.</li> <li>• On May 29<sup>th</sup> she had a resource table at the City of Oakland Dept. of</li> <li>• She provided consultation to FERC staff throughout the month of May.</li> <li>• She related that NAMI Walk was held in Golden Gate Park on May 30<sup>th</sup> and it was very successful; she thanked everyone who participated and donated to the NAMI Walk.</li> </ul>	