



County of Fresno

ADVISORY BOARDS AND COMMISSIONS

FRESNO COUNTY BEHAVIORAL HEALTH BOARD DBH Health and Wellness Center 1925 E. Dakota Ave. Fresno, CA 93726

Meeting Minutes
August 21, 2019

<u>MEMBERS PRESENT</u>	<u>BEHAVIORAL HEALTH</u>	<u>PUBLIC MEMBERS – Continued</u>
Carolyn Evans Francine Farber David Thorne Donald Vanderheyden Marta Obler Kylene Hashimoto Jerry Wengerd	Dawan Utecht Ahmad Bahrami Lawrence Seymour	Fidel Garabay Patricia Libby Monique Peralta Rohina Pazil Dang Xiong Julia Copeland Jessica Underwood Elizabeth Williams Mark Carney Jane Olvera Fausto Gonzalo Oscar Sandoval Doreen Ely
<u>ABSENT</u> Shantay Davie-Balch Amanda Boone	<u>PUBLIC MEMBERS</u> MaryLou Brauti-Minkler Mayra Fuentes Rose Laguna LeeAnn S. Trish Small Rondy Earl Packard, Jr. Chris Roup Preston Prince Alexandra Rhodes Autumn Lindberg	
<u>BOARD OF SUPERVISORS</u> Sal Quintero (absent)		

I. Welcome and Opening Remarks

Chair Carolyn Evans called the meeting to order at 2:34 PM.

Carolyn announced that Katie Rice resigned from the Behavioral Health Board. She added that Katie served as the Vice Chair of the BHB; therefore, a new Vice Chair needs to be elected.

II. Approval of Agenda by Board

Agenda approved with a note for item VII (a), it should read September, not August.

III. Approval of Minutes from July 19, 2019

July minutes approved with edits.

IV. Fresno Housing Authority Information – Executive Director Preston Prince

Preston discussed the services that the Housing Authority provides and Permanent Supportive Housing.

Fresno Housing Authority (FHA) operates under city and county ordinances. There is a board for the housing authority with 14 members, seven from each, the county and the city. It operates under state laws to address blight and poverty within communities through the development of safeties for affordable housing.

FHA ~~provides assistance to~~helps 18,000 families in the county, of that 13,000 receive rental assistance and 5,000 physical units. FHA has housing in every corporate jurisdiction in Fresno County except Coalinga; however, there are a number of towns that are part of the census track such as Del Rey.

Of the 18,000 families that receive assistance approximately one-third are disabled. The average household income is under \$11,000 per year. For every household served there are four income eligible that are not receiving services.

In Fresno, there is a need for 40,000 more affordable housing units. In the last 10 years, the FHA has been able to add 3,000 housing units. Capacity and partnerships need to be established, and work toward the 40,000 ~~requirement~~requirements.

As part of the partnership with Behavioral Health, FHA houses 260 DBH clients – 110 live within Renaissance and the remaining receive Shelter Plus Care ~~vouchers, or~~vouchers or may have Section 8 vouchers.

DBH and FHA were awarded three grants through the No Place Like Home (NPLH). The three sites are Broadway and Vizcarra, Belmont and Cedar, and Barstow and Blackstone. Two of the three received their full financing (Broadway and Vizcarra and Belmont and Cedar), the Barstow and Blackstone property will receive the funds early next year. There is also financing for NPLH coming in November.

FHA allocated 600 vouchers, and through collaboration with DBH they will issue them through Project Ignite. They will target At Risk of Homeless and Homeless ~~individuals,~~and individuals and be able to provide services with housing. This will include landlord outreach and education.

Street2 Home: After the closing of encampments and lawsuits during 2007 – 2008, there became a focus on how to align activities and help the most vulnerable. SeSo, from 2008 – 2017 there was a significant decrease in homelessness. It went from 5,000 to 1,600 in the city and 1,800 in Fresno and Madera County. Conversations were held to figure out if the numbers were being captured accurately.

Barbara Poppie, formerly the Director on Interagency of Council Homelessness, now a consultant who began working with Fresno in November 2016. She validated data, and the Interagency on Council Homelessness, looked at data from major cities on the west coast, from Seattle to San Diego, and found some communities leading the way on homelessness – Fresno being one of them. Though a lot has been done, Fresno has hit a

plateau. After looking at data and systems, there was some recommended framework to think about adopting for community. There are four pillars: 1) Better ownership and decision making around homelessness; 2) diversion programs and rapid housing; 3) – there are 1800 homeless, which need to be addressed immediately, and 4) addressing permanent supportive housing.

The dollars invested from the Federal Level compared to the local level, have dramatically decreased over the years. In the current administration, there are significant increases in state funding. Funding is a big factor; however, there is work on getting more community leaders involved including ~~faith-based~~[faith-based](#) organizations and businesses to think about the approach to homelessness and housing.

In general, a majority the housing units, such as Renaissance, are managed with FHA staff; part of the portfolio is managed by third parties. All properties do not have direct service ~~providers~~[providers](#), so they try to connect and facilitate services. There are some non-profits that provide services such as mobile dental unit. Through the non-profits, FHA tries to provide assistance with what is most needed or desired by residents.

V. Update & Program Review – Department of Behavioral Health – Director Dawan Utecht

a. General Update

Contracts / Board Agenda Items

August 2019

- Master Agreement for Youth Empowerment Services – added Live Again Fresno as a provider, which serves the Adams Elementary / Motel Drive area.
- Housing Development Sponsors passed. They are Upholdings and Regency Property Management that purchased Hacienda. It was an RFP that went out for additional housing sponsors for future projects. Upholdings will also apply for grant funding to build in the Clovis area.

September 2019

- Suicide Prevention Month Proclamation
Will present plan.
- National Alcohol and Drug Addiction Recovery Month Proclamation
- No Place Like Home Technical Assistance

Statewide Updates

Network Adequacy Recruitment

The department continues to wait for determination on the April / May Submission. The department has an appeal hearing in September, but hopeful the resubmission will be approved. The fines and sanctions are due to not having adequate clinical services to serve current and potential clients which is determined by the size of the county. Additional updates will be provided as received.

Legislative Updates

AB 1175 (Wood) Medi-Cal: mental health services and the MOU's with Managed Care plans to ensure that Care Coordination happens.

AB 1642 – (Wood) Medi-Cal: codify sanctions that are issued by the state.

AB 451 (Arambula) Health care facilities: Has to do with how emergency psychiatric facilities are treated, and how they will be required to accept patients in crisis, regardless of their health care plan.

Director Utecht addressed questions from the July Behavioral Health Board Meeting:

Market Research

JP receives insight from the target population such as how do they define mental health, what type of information they want to have and how they want to receive it. The focus groups are specific in nature; thus, they look at particular populations. They expect to hold additional focus groups and stakeholder meetings throughout the next few years.

Depending on the aspect of the research that is being conducted will determine if the contractor will be part of the execution process.

Reverted Funds

During the July BHB meeting, the BHB asked about protocols in place to ensure that funds do not have to be reverted. Director Utecht explained that the funds were for a unique block program, which must first be approved by the Mental Health Systems Oversight and Accountability Commission (MHSOAC) before the funds can be expended. Further, these are Innovation (INN) funds, and must be used an innovative program. DBH has put protocols and processes in place to avoid this from occurring again.

The BHB asked if INN fund can be used for housing. However, they can only be used for a categorical innovation project. It can only assist with innovative programs that provide sheltering such as temporary housing projects or bridging.

Peer support Specialists

The third question was ~~in regards to~~ regarding the number of Peer Support Specialists. Currently there are 59 PSS positions and a current recruitment for seven additional positions.

b. Annual Budget

FY 2019-20 Recommended Budget

- Appropriations - this is taking the max amount of what could be spent in each contract and what the estimated cost for all expenditures.
 - Increased 25% (\$72.5 million) primarily in services and supplies as a result of DMC-ODS implementation, and the addition of staff.
- Revenues – how will things be paid for.
 - Budgeting significant increases in FFM (DMC) and available Special Revenue Funds, mainly MHSA.
- Staffing – increase of 65 positions, for a total of 706. Most of the positions being requested are supportive positions, such as staff analysts and program

technicians.

- Budget Goal - Implement on new project through Mental Health Services Act (MHSA) Innovation with approval of the California Mental Health services Oversight and Accountability Commission (MHSOAC).

c. Culturally Linguistically Appropriate Services (CLAS) – Division Manager Ahmad Bahrami

Counties are required to have a Culturally Competence Plan (CCP) and submit annually. California has not put out new requirements for the CCP since 2010. There is legislation that will eventually connect with the CCP, much of what counties are already doing.

The plan for Fresno County was developed almost one year ago. Since then DBH has shared the plan with the staff, providers / partners, and includes many of DBH plans and reports. Further there have been three surveys: 1) Individuals Served, 2) Family Members, 3) Staff Survey.

Survey results based on the volume of staff in the system of care and the volume of clients served in the system of care; thus, the number of surveys does not qualify as statistically significantly; however, gives good direction.

The areas scored in the lower end, at 68%, was staff's ability to connect persons served with services from LGBTQ providers. There are not a lot of LGBTQ providers in the area; the department is putting a plan together to assist staff with making the links and knowing who the providers are. The highest scoring, at 94%, is the clients' agreed with the statement that staff collaborate with them and their family member around their treatment, and felt they were treated respectfully.

Cultural Competency Plan Delivered with Humility: Survey

- Staff Survey
 - Administered from February 11 to March 1
 - Total of 460 surveys were collected
 - The measure was different (so vs agree/disagree) it was how often (frequently / occasionally / rarely or never)
 - Lowest agreement / frequency was 35%. Staff have developed skills to effectively utilize an interpreter (occasionally was 33% combined closer to 70%)
 - We will be examining the questions for the staff survey to ensure its capturing the information sought and the context for questions are understood.

Policy and Procedures: Culturally and Linguistically Appropriate Services (CLAS) standards:

- Class Policy updated May 31, 2019
- Mental Health Directive Regarding Cultural Competency Responsibilities updated July 27, 2019
 - Requires a CCP
 - Monthly Staffing report
 - Biannual Cultural Competency Report
 - Language and / or Translation Line usage
- With the addition of a fulltime Diversity Services Coordinator (DSC) efforts will be made to update:
 - ~~Cultural~~Culturally Based / Alternative Healers PPG
 - Cultural and Linguistic Practice Treatment Plans
 - Cultural Diversity Committee Membership
- Translation of managed care forms (mental health and SUD)
 - CalMHSAs has completed translations in the various threshold languages throughout California and available to us
 - To date there are 15 different languages
- Counties must provide bilingual staff and/or interpreters for the threshold languages at all points of contact
- Language Line is viewed as acceptable in the provision of services only when other options are unavailable
- Some Reported Challenges with Contracted Interpreters:
 - Improper Behavioral Health Terminology
 - Cell phone usage
 - Rude & unprofessional
 - Arriving late or not at all
 - Unavailable if a client arrives late
- Benefits of Bilingual Staffing:
 - Program/Department Familiarity
 - On-site Availability
 - Increase Morale
 - Fixed Cost
- Possibility to increase from 34 BSP at DBH persons to 142
- DBH is allocated 641 positions. We are recommending 22% (142) certified bilingual proficient
- With Recommendation - Annual Cost: \$198,658
 - Salary BSP Staffing \$184,600
 - Language Proficiency Assessment (\$99/person) - \$14,058
- Without Recommendation/Status Quo – Annual Cost \$307,566
 - Cost Master Interpreter Agreement \$255,000
 - Cost ~~Linguistica~~Linguistic Agreement - \$5,000

- Salary BSP Staffing - \$44,200
- Language Proficiency Assessment - \$3,366
- DBH could save approximately \$108,908
- Need to use language assessments to certify that a person is proficient
- Need for approval from County HR on allocations, and changes to classifications

Training

- Health Equity Multicultural Diversity Training
- Interpreter Training
- Resilience Training (peer work force)
- Relias currently offers eight brief trainings available on-line. Many of these are focused on implicit and unconscious bias.
- Provider Training TA
- Conferences
 - Statewide Cultural Competency Training
 - Central California Latino Conference
 - API Empowerment Conference
 - 4th Annual Uplift
 - LGBTQ+ Health Conference
 - African American Mental Health Conference

DBH Staff Training Outcomes

- Certified Bilingual Proficient 34
- HEMCDT- 436
- Behavioral Health Interpreter Training for Bilingual Staff- 50
- Behavioral Health Interpreter Training for Mono-lingual English- 56
- CLAS Training 82
- Mental Health Spirituality Training 59
- Cultural Competency Training 281
 - 86.51% of staff completed foundational training.
 - 87.23% CLAS training for staff development and supervisors/management
 - 100% of current bilingual staff certified in foundational interpreter training.
 - 76.19% of contracted interpreter completed foundational interpreter training.

Conferences

- 2018 Latino Conference (28)
- 2018 Cultural Competency Summit (14)
- 2018 API (13)
- 2018 Men and Boys/ Women and Girls of Color (13)
- 2018 LGBTQ Training (22)
- 2019 African American Mental Health Conference (2)
- Conferences for the Coming Year
 - VA Mental Health Summit
 - Central Valley Latino Conference

- National LOSS Conference
- Statewide API Conference (Fresno to Host)
- Domestic Violence in Native American Communities
- 2020 African American Mental Health Conference

Planned cultural events include, but are not limited to:

- Girls World Expo- For Girls 13-17
- Community Convening-Conversations Not Heard (Services [For](#) Non-Citizens)
- NAMI Walks/May Mental Health
- Saints Community Wellness Ministry-Panel on Mental Health
- Cultivating Good Health (Mendota)
- Fresno Pride Event
- Juneteenth Celebration
- Planned Participation in Veterans Day Parade
- Host of the Statewide API Conference

VI. Old Business

a. Behavioral Health Board Evaluation

Carolyn gave a brief summary of some of the responses received from the Behavioral Health Board evaluation, from both the BHB members and the public. Responses were anonymous. There were eight responses received from BHB members and 16 from the public.

b. Visits with Board of Supervisors

Meetings will be scheduled with individual Board of Supervisor members with appointees from their districts. Tina will continue to work with the BHB to get the meetings scheduled.

c. Community Forum—Kerman

A location is still being sought. The tentative date is Thursday, October 22nd. During their time in Kerman, the BHB would also like to do a site visit of Turning Point clinic.

VII. New Business

a. August Site Visit

The BHB will conduct their August site visit of the Youth Empowerment Center on September 11th at 4:00 PM at FIRM.

b. Data Notebook for 2019 for Behavioral Health Boards and Commissions—Ad Hoc Committee

DBH was asked to assist with completing the notebook due to the information being requested. Carolyn Evans and Francine Farber will complete the sections they are able to. Carolyn asked to have the department's information by the end of September.

VIII. Committee Reports

a. Adult Services

Ahmad Bahrami presented on the Cultural Competency Plan. Within the first 3 months of employment new DBH staff members must complete a 2-day, 16-hour training on health equity and cultural diversity. At this point, 86% of DBH staff have completed a required cultural equity and humility training program.

There is a shortage of staff from diverse cultural backgrounds due to cultural barriers and stigma associated with behavioral health. Mental health literacy, education, and stigma reduction are necessary to recruit a more diverse staff.

Adult Services Committee will not meet in September due to the holiday. Next meeting is scheduled for October 7, 2019.

Children's Committee will meet at Uplift Family Services on August 22nd at 9:00 AM. They will receive a presentation on Human Trafficking: Breaking the Chains.

Justice Committee is scheduled to meet on September 9, 2019.

b. Cultural Committee

Governance and Policy and Human Resources Subcommittee are working on a plan to get staff involved. There have been numerous interviews with mental health clinicians, looking to hire more licensed and unlicensed staff.

JP Marketing is working with schools to help address the LGBTQ population. Discussions on possibly conducting anonymous surveys within the schools by text or on-line. Language subcommittee is working on creating dictionary to have common language for interpreters for consistency purposes. Also looking into bilingual pay for staff that provide services.

c. Other reports or announcements

Brian Bradley announced this year's Sober Stock will be held on September 27th and 28th in parking lot of the Manchester Center. There will be live music, car show, raffles and food vendors.

Chris Roup from NAMI announced the sit-down benefit dinner for Mental Illness Awareness Week, first week of October. This year's honoree is Chief Dyer. He is being recognized for his efforts in providing crisis intervention training to law enforcement officers as well as [opening](#) ~~up~~[opening](#) the training to other law enforcement agencies in the county. NAMI is seeking sponsors for the event; additionally, they will have a silent auction and baked goods auction.

Monique from the Department of Public Health announced a program for tobacco prevention in behavioral health facilities. Data collected throughout the state reflects a use of tobacco by 50% to 90% of client in behavioral health care facilities. DPH is partnering with UCSF on a conference on October 16th. Goal is to achieve sustainable outcomes. A formal announcement is forthcoming.

Director Utecht announced that the matters with Network Adequacy have been resolved for this year.

IX. Meeting adjourned at 4:10 PM.

This meeting is open to the public under the Ralph M. Brown Act.