



Children's Mental Health System Advisory Council
CMHSAC
Meeting Notes
August 18, 2009

Present:

Members: (in bold) Family Representatives	Trish Backlar, Kathy Boring, Margaret Brayden, Vicki Creel, Kimberly Dunn , Anna Guillen, Milele Hobbs , Carrie Leavitt, Brenda McSweeney , Angelina Richart, Adrianna Rickard, Zenn/Moriah Vicknair , Eric Walters
Professional Representatives	Deena Corso, Kathy Keim-Robinson , Drew McWilliams , Andrea Muzikant, Monica Parmley , Janie Richards, Courtney Towne , Thuy Vanderlinde, Elaine Wallick, Kirk Wolfe
Youth Representatives	Roman Dobbs, Gabe Rickard, Elicia Smith (recruiter)
Guests:	Ebony Clark, DeeAnna Garcia Dennis, Andrea McKee-O'Leary
Staff: FamilyCare	Sherri Simms
Verity	Lisa Kaskan, Charmaine Kinney, Sonja Miller, Godwin Nwerem,
Recorder:	Karen Mayfield

Call to Order

Chairs Milele and Eric called the meeting to order. Those present introduced themselves.

Kathy moved and Monica seconded to approve the agenda as written. Motion carried.

Drew moved and Brenda seconded to approve the notes from the July 21, 2009. Motion carried.

Member Concerns and New Issues

None presented.

Department and Division Updates

Wraparound Oregon Integration

Godwin reminded the group that the County was asked by Wraparound Oregon to submit a proposal for taking over fiscal responsibility when Wraparound funding runs out in June 2010. The proposal was approved by the Wraparound Oregon governing board. The County will run a program for about 150 children. We will start with the School Aged group and, when its grant runs out in two years, we will bring in the Early Childhood group.

Discussions are underway about the details and fiscal impacts of taking over the project. Staff in the Family Care Coordination Team have been informed that the care coordination function they now perform may be transferred via subcontract to another entity on July 1, 2010. If this service is included in the upcoming contracting process, any number of agencies might apply to do care coordination. The idea at this time is that this entity could not be one which also provides mental health services, but this decision is not final yet. We need to determine the true cost of care for Wraparound children; fidelity to the model is quite expensive.

Eric asked if this decision included the assumption that the current Children's System of Care Initiative isn't working. Sonja clarified that Wraparound Oregon is a blended funding model, while the Family Care Coordination Team is a single-funded model. They deliver different

products. Godwin summarized that the decision has been made about Multnomah County taking over responsibility for Wraparound Oregon but the location of care coordination is still being decided. Eric asked that CMHSAC be kept apprised of this decision process and the transition process, whatever it looks like. He offered family assistance in making the transition successful.

Moriah asked for a diagram of how Wraparound Oregon works to combine services and blend funding. Sonja clarified that the care coordination is already being done in various parts of the system. Wraparound takes the funds already being expended as a contribution, and a single care coordinator organizes the care. The care coordinator facilitates the Child and Family Team and prepares the service plan. All parts of the system will continue to provide their services as they are doing now – legal, mental health, etc.

Dr. Wolfe suggested that the County should look at Wraparound Oregon outcome data to date.

Drew noted that there have been several models over the past decade. First there were combinations of providers into networks, which offered opportunities for care coordination. Then this function was pulled back into the County. When agencies did the care coordination, they had separate staff within their organization who did their best to be impartial in service coordination. He asked that there be family choice in who participates in their team meetings. DHS and OYA have trained some of their staff in the Wraparound model, and the initiative recently has been to train as many staff as possible to facilitate team meetings. Sonja said that the OARs are being rewritten and the new ones mandate care coordination when needed. Thus, these skills are still important for agency mental health staff to have.

County Procurement Process

Godwin reported that consultant Kamala Bremer is coordinating a process to get input for the contracting (RFP) process. For family input, we will use the September CMHSAC meeting. Childcare and food will be provided. Families other than CMHSAC members will be invited. We will do a lot of publicity to attract participants. The input will be in a number of areas around what is and is not working so we'll know what to keep and what to change.

Sonja explained that there will be separate input sessions for the following groups: families/youth, providers, and stakeholders. CMHSAC's session will be only for families/youth.

Moriah said she has heard more children will come under the OHP in the future and asked how Multnomah County will budget for this increase. Godwin said Multnomah County gets about 22% of the state's enrollment, and we are working on crunching the numbers to plan for this increase. Every month we get a certain rate for each child in several different categories, depending in which category that child falls. Everyone gets the same access to care, however. We are projecting that the new kids coming in are from working poor families, and the premium we will get will be at the lower end. This will result in a premium increase of about 9%. For this reason, we will be building in more money for providers, but not in proportion to the number of new kids coming onto the OHP. We believe the new kids will be relatively lower risk, which will make the numbers viable.

OFSN Recruitment

Tabled for Adrianna's return.

Cultural Competency Focus Groups/Surveys Update

Charmaine presented.

Handout: Brief Summary of Survey. The analysis will be out later and Charmaine will give a full report. Drew asked if the criticism received would be part of the report. Charmaine said it would, and noted that Multnomah County believes that the survey worked in that it highlighted issues in need of attention. Drew commented that in his perspective the survey didn't address the items that should have been surveyed as benchmarks. Sonja replied that the survey was validated and we believe it will give us a good baseline. We consulted with the author around some of the feedback we were hearing and did make some change in the language. One example is eliminating the "don't know" option, because if staff don't know something exists in their agency, it's as if it doesn't exist. Sonja clarified that it is a self-assessment tool and is meant for each provider to evaluate their own level of cultural competency; it is not a means of comparison among agencies.

Handout: 2009 Cultural Competency Focus Group Results. There were over 109 participants and multiple languages present (with interpreters). Charmaine thinks that the information received was very rich, and there were some major themes that arose. Focus groups also included a survey for those who have not had mental health services and another for those who did have or are receiving mental health services. Participants received copies of the questions that were asked orally so they could submit their comments in writing if they preferred, although the surveys were not translated for every group. The focus groups had several domains for which we were looking for information. The questions on the surveys are a compilation of validated and non-validated instruments.

Charmaine walked the group through the handout data. Milele said that the questions were clarified as they were asked for those who were unclear how to answer; families spoke on behalf of their kids. New immigrants tended to focus on the adjustments they faced in adapting to a new country. Many have symptoms of PTSD and depression due to their experiences before and after immigrating. A number spoke of suicide and/or wanting to return to known problems rather than have to adapt to new ones. Many participants were grateful to us for asking for their comments. They have much to say and would welcome more opportunities to do so. Some groups triggered individual requests for mental health services.

The information will impact how the Mental Health and Addiction Services Division writes its Requests for Proposals (RFPs) during the upcoming procurement process for children's mental health services contracts to start July 1, 2010.

Charmaine and Sonja thanked everyone who participated in this process. Milele, a participant on the planning committee, noted that this was a very intensive preparation process. The results were eye-opening and rewarding. Godwin commended the quality of the process and the teamwork. Gabe Rickard received special commendation for his excellent facilitation of the youth group.

Subcommittees

The subcommittees broke into separate groups to work on their topics. Those not on a subcommittee sat in on a group of interest.

Verity and Families: Eric Walters, Chair

Participants: Andrea, Deena, Lisa, Moriah, Sheri, Zenn, Kirk, Eric, Charmaine

The initial issues were how to resolve disagreements between what families want and what Verity will offer, and to clarify the communications process.

Goals will be firmed up and issues include: poor documentation, a confusing decision process, and the need for clarification about what qualifies for certain levels of care. These will be formalized into a plan. Charmaine will give data on what Verity is doing to address problems; Sherri will give data on FamilyCare. Then the group will look at what needs to be addressed and an action plan may be presented by October. The group wants to look at how many appeals are happening.

Transitions: Milele Hobbs, Chair

Participants: Godwin, Milele, Ebony, Drew, Kathy

The group is looking at smoother transitions within an agency, from agency to agency, and between systems. Milele referred to the Memorandum of Understanding (MOU) transition document which was previously distributed. The group agreed to use this tool. It will be reduced to 2 pages and some language will be added that is family-friendly. The group will try to have a finished product at October meeting for CMHSAC's decision about asking providers and stakeholders to use this document when effecting transitions.

Crisis Response: Courtney Towne, Chair

Participants: Kimberly, Michele, Brenda, Sonja, Courtney, Elicia, Monica

Recommendations were made. Interested persons are invited to email Courtney with additional suggestions. The subcommittee recommends:

- training be provided for community members and families on what to expect in the children's MH system
- family training for system
- alerts for providers
- preparing families for crisis service access
- look at involving law enforcement at this and other children's MH-related meetings
- get family members involved with Project Respond
- have family members on the Crisis Consortium
- address Portland Public Schools concerns re: slow response, no feedback
- create a map or flowchart for families to help them navigate the system
- have a Project Respond representative on CMHSAC
- form a small group to address crisis concerns – or attend community meeting; Courtney to see if family members can go
- look into what is being done to increase respite services – sometimes it's the hospital or nothing

The group agreed they liked this format (meeting within the time allotted for the full CMHSAC meeting) for subcommittee meetings.

Announcements

Zenn announced that his son, Roman Hobbs, will attend the next meeting as youth representative. Roman is on the Junior Varsity football team at Centennial

Charmaine handed out a document on Verity Children's Complaint Trends. This includes all complaints that come to Verity. Drew asked for a breakout of what proportion of kids each agency serves so the pie chart on percentage of complaints will be more meaningful. Charmaine will add the "n" (numbers).

Monica reported that PPS has a teen pocket directory which it revises annually and which contains all sorts of resources. She handed out a quantity and asked that members give copies to kids.

Brenda announced that Swindells is having a free day at the zoo on 8/26 from 4-8pm. Register by tomorrow. The event includes free train rides, free food, discount at store and restaurant, etc.