



Children's Mental Health System Advisory Council

CMHSAC

Meeting Notes

January 20, 2008

Present:

Members: (in bold) Family Representatives	Trish Backlar, Suzanne Bell, Kimberly Bennett, Kathy Boring , Margaret Brayden, Vicki Creel, Kimberly Dunn , Anna Guillen, Milele Hobbs , Jan Lacy, Carrie Leavitt , Brenda McSweeney , Angelina Richart , Adrianna Rickard , Elicia Smith , Wil Vieira, Eric Walters, Diane Wells
Professional Representatives	Leslie Brown, Deena Corso, Maxine Fookson, Monica Ford , Tracey Freeman , Debbie Hansen, Kathy Keim-Robinson , Mark Lewinsohn, Drew McWilliams , Andrea Muzikant, Janie Richards, Bill Toomey , Courtney Towne , Thuy Vanderlinde, Elaine Wallick , Joan Williams , Kirk Wolfe
Guests:	Sandy Bumpus, Denise Hale, Marcus Korluff, Moriah Vicknair, Zenn Vicknair
Staff:	FamilyCare Sherri Simms
	Verity Deborah Danner, Anne Emmett, Lisa Kaskan, Charmaine Kinney, Ron Lagergren, Len Lomash, Sonja Miller, Godwin Nwerem, Joan Rice
Recorder:	Karen Mayfield

Welcome and Introductions

Approval of Agenda and Minutes

Those present introduced themselves. Eric volunteered to be timekeeper. The minutes from the November 2008 meeting were approved with the correction that Joan William's program is called "Directions Services", not "Diversion Services." The agenda was approved with the change that Milele will do the report on DCHS Director Joanne Fuller's meeting with advisory committees re: the budget.

Membership

Election/Reelection of Members for 2009

Sonja walked members through the Membership by Position document. Bill Toomey's position as the representative from the Developmental Disabilities Services Division will transition to Andrea Muzikant. Drew will replace Monica as an Early Childhood representative.

For the first time, we have all 18 Family Representative positions filled. Adrianna recruited several new members. Elicia Smith will be standing in until we have youth representatives.

It was noted that it is important to get a representative from Primary Care Provider to attend – Maxine Fookson has not been attending. Sonja will continue trying to find a replacement for Maxine.

Joan W. moved to accept the membership slate; Tracey seconded. Motion carried.

Election of Officers for 2009

The Nominating Committee, consisting of Sonja, Milele, Courtney, and Adrianna presented the slate of nominees for officer positions. They are:

Co-Chairs:	Milele Hobbs and Eric Walters
Stand-In Co-Chair:	Kathy Boring
Executive Committee	Kathy Keim-Robinson
At-Large Members:	Courtney Towne

Kimberly Dunn moved to accept the slate; Adrianna seconded. Motion carried.

Department and Division Update – Godwin Nwerem

- Godwin thanked members who were willing to fill the officer positions.
- Godwin introduced Len Lomash, our new Mental Health Organization (Verity) Manager. Len comes to us from Central Washington. David Hidalgo, whom he replaces, has been promoted to Senior Operations Manager.
- The County budget for Fiscal Year (FY) 2009-2010 is being prepared. The Mental Health and Addiction Services Division (MHASD), which serves both adults and kids, is submitting program offers to maintain current services. The County will be making some cuts, but we don't know yet from where they will come. We hope that children's services won't be affected. MHASD Manager Karl Brimmer welcomes suggestions about the budget. Budget work sessions and public hearings are scheduled and Karen will email the dates.
- CMHSAC meeting location: the Multnomah Building hasn't been available recently nor is it expected to be in the near future. We welcome suggestions for a meeting space that is outside the downtown area, which we know might be more convenient for members because of parking. Joan noted that suitable alternative sites are limited. The East County Building might be an option, as would the SE Health Center. Elaine suggested making the meeting 1.5 hours to match the parking meters. Tracey will check on the JJD building, but getting out to that location at rush hour would be problematic. Courtney raised the issue of moving the start time to 5:30 if we stay downtown. Sonja suggested trying that for the February meeting. By starting the meters at 5:30, members should be safe since the City quits ticketing at 7:00.

State Focus Group Preliminary Report

Handout. Sonja reminded the group about the State Focus Group which was held for Multnomah County in December. We will distribute the State's final report when it is completed.

C4 (Community Care Coordination Committee)

This group (which, like CMHSAC, is mandated by the State for counties which participate in the Children's System Change Initiative) took on cultural competency as an issue. At the C4 meeting this week, the draft workplan for doing a systemic evaluation of cultural competency will be presented to the group. C4 members will visit some organizations who are doing cultural competency well and find out where minorities are naturally located so we can do focus groups. Quality Management will incorporate these efforts into their workplan. Our goal is to finish by fall so we can incorporate the results into our next contract procurement process for kids' services.

Quality Management (QM) Workplan

Charmaine handed out a summary of the draft workplan. She walked the group through the components. The goals set for Initiation and Engagement (I&E) are set slightly above our current numbers. This measure is standardized and incorporated nationally from the A&D field and has been adapted for our use. Success in I&E has been proven to lead to more successful treatment. Joan noted that these measures are for standard outpatient services, not for the intensive services provided under the Children's System Change Initiative.

Charmaine said that children's intensive services have been added. She will get those statistics when she returns to report further. Initiation should be close to 100% for this population, meaning they receive 2 services in 2 weeks. QM is pleased with our baseline for this population; the baseline is much higher than for standard outpatient service delivery, which is why the goals are lower for outpatient.

Verity is doing two collaborative efforts with Kaiser and CareOregon. We are looking at expanding the collaborative with Kaiser into children's services. QM will get a list of children who have both Kaiser and Verity to look at coordinating services, exchanging diagnoses, exchanging medication

lists, etc. There are about 80 kids with Kaiser, which is a small number, but success in this pilot could lead to expanding it to other health plans.

Community Encounters: this started with intensive kids and adults have been added. The goal is to see if services are being provided in the community. Charmaine explained that the Locus and CASIs tools, which measure functioning, are similar.

Hospital Discharge Planning: Most of this measure is in the adult system, but older kids in the Transition Age Youth service component are being measured as well. Charmaine clarified that these are hospitalizations for mental health issues only, since we don't get information about hospitalizations for other reasons.

Child and Family Satisfaction: Although we are measuring only those who are in service longer than 6 months, Sandy said we need to know why people aren't engaging for longer than 6 months. Is it lack of need or are there barriers to continuing, which Sandy believes is sometimes the case. This information may need to be captured in another survey. Charmaine said we look at all correlations with good outcomes, which is why this measure is limited to more than 6 months treatment, but will look at the others. Kirk asked why we looked at 6 months instead of 3 months, since Verity is aiming towards shorter lengths of stay. Drew agreed; Morrison does their measurement this way. There was agreement that looking at people in service less than 6 months would be valuable.

Suicide prevention: We will look at the success of education and prevention to see if they lead to more kids getting treatment from the School Based Mental Health program.

Documentation Errors: QM has added this because it is a barrier to provider viability, since documentation errors can lead to large paybacks when discovered during a State or federal audit. This measure was on the plan last year but no agency participated. This year, either providers volunteer to participate or Verity will do it for them. Drew said Morrison is already doing this. Joan agreed that providers who are successfully documenting will be models to show others how to do it. Charmaine explained that 7 common errors have been chosen, such as whether the treatment plan and current assessment are signed and other such basic documentation requirements. These measures are on the '08 QM Plan online. Sonja explained to family members why this is important for agencies. Errors are identified from a sample of an agency's chart and payback applies to that percentage of all of the agency's charts, not just the ones sampled. Charmaine added that providers receive trainings by the County on documentation.

Members are asked to read the balance of the QM Workplan document and send comments to Charmaine. Additionally, the QM Committee is looking for more family representation for itself and asked CMHSAC members to consider if they would like to become part of the QM Committee, which meets from 3-5pm every second Thursday in the Multnomah Building. Stipends are provided. There is no childcare provided at this time. Family representatives are expected to attend and become educated about the work of the QM unit and give feedback. Charmaine focuses on action items at the meetings and she would especially like feedback on the Workplan's action items. It was clarified that the QM Committee addresses both adults and children's services.

CMHSAC Family Involvement Survey Membership Policy Survey

A subcommittee worked on drafting these.

Handouts: Family Involvement Survey final draft. The goal of this survey is to find out if families know what services are available to them, if they're getting them, and how they're working. Still to be decided is how to disseminate the survey. Courtney asked for a recommendation about next steps. There was a suggestion about working through PTAs, but Kathy said the survey wouldn't apply to the

parents of most of the children in a school. She suggested a more targeted distribution. Courtney explained that there is no precedence for surveying for family involvement. CMHSAC felt a separate survey for this issue would be best, which is what lead to the drafting of the survey. Milele suggested using the vehicles already in place, like Morrison Family Support, OFSN, the NAMI Family Navigators, etc. Adrianna suggested distributing it through providers with incentives. Monica said the survey is in depth and might be too long. She suggested taking some components and attaching it to the May client satisfaction survey to avoid duplicating efforts. **The Executive Committee will address dissemination of the Family Involvement Survey and make recommendations to the full council.**

Deborah will be bringing a copy of the new Progress Review Report document when it is finalized. This is a new report being required by the State which will provide some additional information about family involvement on a regular basis.

Membership Policy Survey

Tabled.

Citizen's Budget Advisory Group (CBAC)

Mark Lewinsohn is still the CMHSAC representative to the budget advisory committee for the Department of County Human Services. Courtney will invite Mark to next meeting to discuss CBAC and the Joanne Fuller presentation to the group.

Announcements

Joan R. announced that during February 24-27 the State will be here doing an audit of the Multnomah County Community Mental Health Program and Local Mental Health Authority. Both of those functions are carried out by the Mental Health and Addiction Services Division. These audits are necessary for renewal of the County's Certificate of Approval to provide all of the direct mental health services that we provide in addition to those provided by subcontract agencies. The State wants to do broad interviews of stakeholders in separate meetings. Family members from CMHSAC will be invited to a group interview. Also, there will be interviews of our system partners. Joan will be developing a schedule which will go out to involved stakeholders. The State also will do site visits to at least the 3 major adult providers, which will include a small chart sample. **Karen will email the interview schedule when finalized.** This is the State's first review of us in this area in 6 years, a time period which has seen many changes in the mental health system.

Adrianna is developing a committee participation training in February. Members are asked to make sure she has your contact information.

Sonja reminded the group that last year the State put on a regional training with David Barkan about facilitating successful child and family teams. Multnomah County is helping to sponsor monthly follow-up video conference trainings from February – June with Barkan using actual case presentations.