



**NOTICE OF PUBLIC MEETING – County of Santa Cruz
MENTAL HEALTH ADVISORY BOARD**

FEBRUARY 16, 2023 ♦ 3:00 PM-5:00 PM

HEALTH SERVICES AGENCY

1400 EMELINE AVENUE, BLDG K, ROOM 207, SANTA CRUZ, CA 95060

THE PUBLIC MAY JOIN THE MEETING BY CALLING (831) 454-2222, CONFERENCE ID 624 238 186#

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| Xaloc Cabanes Chair 1 st District | Valerie Webb Member 2 nd District | Michael Neidig Member 3 rd District | Serg Kagno Co-chair 4 th District | Jennifer Wells Kaupp Member 5 th District |
| Laura Chatham Member 1 st District | Stephen T. Busath Member 2 nd District | Hugh McCormick Member 3 rd District | Antonio Rivas Member 4 th District | Jeffrey Arlt Secretary 5 th District |

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| Felipe Hernandez Board of Supervisor Member | |
| Tiffany Cantrell-Warren Interim Behavioral Health Director | Karen Kern Director of Adult Behavioral Health Services |

**IMPORTANT INFORMATION REGARDING PARTICIPATION IN THE
MENTAL HEALTH ADVISORY BOARD MEETING**

The public may attend the meeting at the Health Services Agency, 1400 Emeline Avenue, Room 207, Santa Cruz. All individuals attending the meeting at the Health Services Agency will be required to use face coverings regardless of vaccination status. Individuals interested in joining virtually may click on this link: [Click here to join the meeting](#) or may participate by telephone by calling (831) 454-2222, Conference ID 624 238 186#. All participants are muted upon entry to prevent echoing and minimize any unintended disruption of background sounds. This meeting will be recorded and posted on the Mental Health Advisory Board website.

If you are a person with a special need, or if interpreting services (English/Spanish or sign language) are needed, please call 454-4611 (Hearing Impaired TDD/TTY: 711) at least 72 hours in advance of the meeting in order to make arrangements. Persons with disabilities may request a copy of the agenda in an alternative format.

Si usted es una persona con una discapacidad o necesita servicios de interpretación (inglés/español o Lenguaje de señas), por favor llame al (831) 454-4611 (Personas con Discapacidad Auditiva TDD/TTY: 711) con 72 horas de anticipación a la junta para hacer arreglos. Personas con discapacidades pueden pedir una copia de la agenda en una forma alternativa.

MENTAL HEALTH ADVISORY BOARD AGENDA

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|--------------------------|--|
| 3:00 Regular Business | |
| I. | Roll Call |
| II. | Public Comment (No action or discussion will be undertaken <i>today</i> on any item raised during this Public Comment period except that Mental Health Board Members may briefly respond to statements made or questions posed. Limited to 3 minutes each) |
| III. | Board Member Announcements |
| IV. | <i>Approval of January 19, 2023 minutes*</i> |
| V. | Secretary's Report |
| 3:15 Standing Reports | |
| I. | Board of Supervisors Report – Supervisor Felipe Hernandez |
| II. | Behavioral Health Report – Karen Kern, Director of Adult Behavioral Health Services |
| III. | Committees |
| A. | Standing Committees |
| 1. | Budget |
| 2. | Community/Publicity |
| B. | Ad Hoc Committees |
| 1. | Peer Support Certification |
| 2. | 9-8-8 |
| 3. | Ideal Crisis System |
| IV. | Patients' Rights Report – George Carvalho, Patients' Rights Advocate for Advocacy, Inc. |
| 4:30 New Agenda Items | |
| I. | Retreat 2023 |
| 4:50 Future Agenda Items | |
| 5:00 Adjourn | |

*Italicized items with * indicate action items for board approval.*

**NEXT REGULAR MENTAL HEALTH ADVISORY BOARD MEETING IS ON:
MARCH 16, 2023 ♦ 3:00 PM – 5:00 PM
HEALTH SERVICES AGENCY
1400 EMELINE AVENUE, BLDG K, ROOMS 206-207
SANTA CRUZ, CA 95060**

MINUTES – Draft

MENTAL HEALTH ADVISORY BOARD

JANUARY 19, 2023 ♦ 3:00 PM - 5:00 PM
1400 EMELINE AVE, ROOMS 206-207, SANTA CRUZ
Microsoft Teams Meeting (831) 454-2222, Conference 214 741 805#

Present: Antonio Rivas, Hugh McCormick, Jeffrey Arlt, Jennifer Wells Kaupp, Laura Chatham, Michael Neidig, Serg Kagno, Xaloc Cabanes
Excused: Stephen Busath, Valerie Webb
Staff: Tiffany Cantrell-Warren, Karen Kern, Jane Batoon-Kurovski

- I. Roll Call – Quorum present. Meeting called to order at 3:05 p.m. by Chair Xaloc Cabanes.
- II. Public Comments
 - Steve Dilley, Executive Director of the Veterans Art Project – announced they will be doing a pop-up art café with the local level entity Up To Peace on June 3rd.
 - Ludmila Boiko – stated she has been sending complaints since the end of November and no one is advocating for her.
 - Richard Gallo, Access CA – informed the CA Behavioral Health Planning Council regarding the issue with grandfathering in peer certification. He stated it seems there is a problem with the peers within the Santa Cruz County community.
- III. Board Member Announcements
 - New board member joining the MHAB next month - Stephen Busath
 - Upcoming MHCAN tour – attendees will be Serg, Laura, Xaloc, Michael and Hugh
- IV. Business / Action Items
 - A. Approve December 15, 2022 Minutes.
Motion/Second: Jeffrey Arlt / Laura Chatham
Ayes: Hugh McCormick, Jeffrey Arlt, Laura Chatham, Michael Neidig, Serg Kagno, Xaloc Cabanes
Abstain: Antonio Rivas, Jennifer Wells Kaupp
Absent: Stephen Busath, Valerie Webb
Motion passed.
 - B. Adoption of Assembly Bill 361 – Resolution Authorizing Teleconference Meetings
Motion/Second: Antonio Rivas / Jeffrey Arlt
Ayes: Antonio Rivas, Hugh McCormick, Jeffrey Arlt, Jennifer Wells Kaupp, Laura Chatham, Michael Neidig, Serg Kagno, Xaloc Cabanes
Nays: None
Absent: Stephen Busath, Valerie Webb
Motion passed.
 - C. Approve to submit the 2022 Data Notebook
Motion/Second: Jeffrey Arlt / Serg Kagno
Ayes: Antonio Rivas, Hugh McCormick, Jeffrey Arlt, Jennifer Wells Kaupp, Laura

Chatham, Michael Neidig, Serg Kagno, Xaloc Cabanes

Nays: None

Absent: Stephen Busath, Valerie Webb

Motion passed.

V. Reports

A. Secretary's Report

- No issues with board member attendance.
- Trainings – completed hours of training should be updated on spreadsheet for tracking purposes.
- Training opportunities are available through the CA Behavioral Health Boards and Commissions website.

B. Behavioral Health Report, Tiffany Cantrell-Warren, Interim Behavioral Health Director, HSA Assistant Director

1) Storm response update

Staff and patients were accommodated by switching over to Telehealth. In-person operations were maintained for Crisis, Access, and injection clinics. The County staffed three overnight shelters at the Santa Cruz Civic, Cabrillo College, and the Fairgrounds in Watsonville. At least 20 behavioral health staff were called in specifically to provide behavioral health support to visitors at those shelters. There were over 160 individuals at Cabrillo and Fairgrounds combined. There were many people experiencing homelessness in several shelters, and outreach staff as well as counseling staff were sent out and connected people to a wide range of services which included case management services, transportation, and peer support.

2) Temporary change – the first floor of 1400 Emeline is currently closed due to the inability to pump in outside air into the first floor of the building. Children's Behavioral Health staff, North County operations and services were moved into the remaining two floors of 1400 Emeline. GSD is still doing an evaluation of the HVAC system. There are two dedicated therapy rooms on the second and third floors for children and all staff determined to have a need to be in the building have a workspace.

3) Peer Support Specialist requirements

It is confirmed that a high school diploma or equivalent degree is required to be a Peer Support Specialist. This certification requirement is established by CALMHSA and it is not the decision of County Behavioral Health. The County is reviewing a draft scope of work received from CALMHSA that outlines what the expectations would be for the county if a peer support specialist certification program were to be administered.

4) Challenges at the leadership level – currently working with a thin management team. Of the ten Senior Leadership Team positions, two are vacant, four are served by Interim, and four are filled by permanent staff. Good news is the BH Program Manager for Crisis Services position has been filled. Danielle Long will be overseeing the mental health liaisons, MERT, MERTY and FIT teams.

Karen Kern – Adult Behavioral Health Services Director Update

- 1) AB2275 – working on scheduling a meeting to figure out what it means and looking into the scope of work for the Advocacy, Inc. contract. The hearing process is in place but may need to add additional time based on new laws.
- 2) A suggestion was made to add 988 information on staff's email signatures and voicemails. Behavioral Health is currently working on the script and will advise the MHAB when it will be implemented.
- 3) Met with Andrea Tolai from 988 Call Center regarding volume, challenges, and barriers. An update will be provided at the next meeting.

- 4) Frames were ordered for 988 posters to be placed in the restrooms. There will be a follow up on the posters for city buildings.

C. Committee Updates

1. Standing Committees

a. Budget

Key points from the presentation by Elece Hempel, Director of Petaluma People Services: After over a year of operation, the SAFE program is a success and fully supported by Petaluma Police Department, Fire Department and Sonoma County Sheriff's Office. It has expanded to two cities and is looking at partnering with San Rafael on another program. Petaluma People Services Center has 72 complementary social programs that can integrate into the state to connecting clients with services.

b. Community Engagement/Publicity – no report.

2. Ad Hoc Committees

a. Peer Support Certification – Hugh said he is still trying to figure out the limits to pay, the number of peers that can be hired, and who can take advantage of peer support specialists in the County and State. Hugh will type up a report in the next month to submit to the MHAB, the County and other interested parties.

b. 988 – no report.

c. Ideal Crisis System – meetings will be the 2nd Friday of the month, 3:30-4:30pm via Zoom or Teams. The objective of the group is to take action and support the behavioral health crisis now that Karen Kern is working on and collaborating with her. The committee is looking at composing and submitting the following letters of recommendation to the board:

i. Allocate funding in the FY23-24 budget for the 24/7 non law enforcement mobile crisis response.

ii. Allocate funding for FY23-24 budget for Crisis Response Center

iii. Expanding the 988 Call center, which pushes about 30% of their calls over to another call center.

iv. MHAB Board members will meet with the Pajaro Valley Health District Board before their next meeting on 01/27 to discuss the need for an acute care unit at the hospital. After that discussion, the committee will compose a letter of recommendation that will go to the Pajaro Valley Health District Board.

D. Patients' Rights Report – Davi Schill, Patients' Rights Advocate

Davi Schill was present at the meeting. December report was provided.

VI. New Agenda Items

1. Letter to the Board of Supervisors regarding the Benchlands and how the County can support the cities in clearing the benchlands in a positive way and support behavioral health.

-No letter will be submitted at this time as the benchlands flooded and had to be cleared out to keep people safe. Laura will connect with the people who planned the clearing of the benchlands for clarity on the process.

2. Approve to submit the 2022 Data Notebook (see Action Item IV.C above)

VII. Future Agenda Items

1. Retreat

2. Veterans Suicide and Seniors Suicide – what is the County doing, what are the statistics, what resources are provided to both populations.

VIII. Adjournment

Meeting adjourned at 5:00 p.m.

Patients' Rights Advocate Report

January 2023

Record 13760

Telecare

January 9, 2023, this writer* received a phone call from a conserved client at the Telecare PFH. The client stated that the conservator was not responsive to multiple phone calls. The client was concerned that the scheduled appointment with a community physician may not happen. The client also had been denied Gatorade due to the staff's concerns for the client's medical condition. This Advocate* spoke with the Conservator and advocated on behalf of the client. The conservator assured this Advocate that the appointment had been made and that Gatorade would be made available to the client. This was reported to the client. No other needs were voiced.

***Ms. Davi Schill**

Front Street Residential

Record 13759

Front Street

On January 18, 2023, this Advocate* received a phone message from administrator of the Front Street Residential facility, Ms. Moreno. Ms. Moreno reported that a resident had reported to her that she had been struck by another resident for no apparent reason. This advocate spoke with both Staff and the reported victim. Staff offered the reported victim medical assistance as well as assistance in contacting local law enforcement. However, This individual declined both the medical assistance and declined to contact local law enforcement. The Advocate enquired about why the client did not wish to contact local law enforcement, the client stated that she felt safe at the facility since the alleged perpetrator is no longer at Front Street.

***Ms. Davi Schill**

Record 13758

Front Street

On January 10, 2023, this writer received a phone report from a residential care giver. This staff person reported to this Advocate* that a resident made a one sentence declaration that another resident had been sexually harassing him. Although the staff attempted to gain further information, the client refused to engage. When this Advocate attempted to speak with the reported victim, he conversed in non-sequiturs (cigarettes). This writer spoke with the alleged perpetrator who had denied any wrong and could not offer any reason why he may be accused of this act. The reported victim was given the business card for the Patients' Rights Advocate and encouraged to call. The Patient's Rights Advocate will continue to monitor the situation. Closely.

***Ms. Davi Schill**

Record 13757

Front Street

On January 9, 2023, this Advocate* received a phone message from the lead care giver at the Front Street Residential, Ms. Mercedes Hernandez. Ms. Hernandez reported that resident had informed her about sexual harassment using very graphic language. However, this resident refused to speak with either the staff or this advocate* Staff contact this individual's Case Coordinator This advocate* offered to have a male advocate speak with the reported victim, but the client refused, stating that he wanted only to speak with his Case Coordinator. This Advocate* attempted to speak with the alleged perpetrator who reported that he was, "only kidding," and "wasn't gay. This Advocate* placed a follow up call to staff on 01/26/23. Staff stated that no further hurtful or harmful statements have occurred since the report made on 01/09/23. The PRA will continue to monitor the situation.

***Ms. Davi Schill**

Record 13746

7th Avenue Center

On January 30, 2023, this writer received a phone message from Staff at the 7th Avenue center reporting a resident-to-resident altercation. The report stated that a female spit in the face of another female resident. Local law enforcement was notified, and a case number assigned by the Sheriff's department for this incident. This writer placed a call to the resident's conservator, but no return call from the conservator as of this writing (02/09/23).

Record 13745

Wheelock

On January 30, 2023, this writer received a phone message from a resident of Wheelock Residential. This resident reported that he has not received any checks from the payee service, Benefits Management Corporation, for the past two months. The resident had been supported by his brother during the interim period. The resident was not at risk of losing his housing due to non-payment of rent. The resident requested that this writer email Benefits Management Corporation. I placed an email to the company stressing the urgency of the need for timely payments. A week later the resident called to say that he is receiving his checks and thanked me for intervening on his behalf.

ADVOCACY INC.

TELECARE CLIENT CERTIFICATION AND REISE HEARING/PATIENTS' RIGHTS
REPORT

January 2023
Third Quarter

| | |
|---|----|
| 1. TOTAL NUMBER CERTIFIED | 22 |
| 2. TOTAL NUMBER OF HEARINGS | 20 |
| 3. TOTAL NUMBER OF CONTESTED HEARINGS | 15 |
| 4. NO CONTEST PROBABLE CAUSE | 10 |
| 5. CONTESTED NO PROBABLE CAUSE | 5 |
| 6. VOLUNTARY BEFORE CERTIFICATION HEARING | |
| 7. DISCHARGED BEFORE HEARING | 2 |
| 8. WRITS | 0 |
| 9. CONTESTED PROBABLE CAUSE | 0 |
| 10. NON-REGULARLY SCHEDULED HEARINGS | 0 |

Ombudsman Program & Patient Advocate Program shared 0 clients in this month
(shared = skilled nursing resident (dementia) sent to behavioral health unit or mental health client placed in skilled nursing facility)

**The usual scheduled hearing days are Tuesdays and Fridays. Due to the pandemic and the shortage of bed availability throughout the state of California hearings can be scheduled throughout the week to accommodate legal requirements that hearings must occur no later than one week of hospitalization.*

The following is an account of activity January 1, 2023, through January 31, 2023, of representation to clients held at Telecare (Santa Cruz Psychiatric Health Facility) facing Reiese Hearings.

Total number of Reiese petitions filed: 3

Total number of Reiese Hearings conducted: 1

Total number of Reiese Hearings lost: 1

Total number of Reiese Hearings won: 0

Total number of Reiese Hearings withdrawn: 2

Hours spent on Reiese Hearings Conducted: 40 minutes

*Reiese appeal: 0

Hours spent on all Reiese Hearings included those hearings that were cancelled by the hospital:
1.5 hours.

The following is an account of of 5150 hearing activity January 1, 2023, through January 31, 2023, of representation on behalf clients held at Telecare CSP (Santa Cruz Telecare Crisis Stabilization Program) facing 5150 hearing (AB2275) Hearings.

AB 2275 hearing conducted at the Crisis stabilization unit. Time: 35 minutes

Respectfully submitted,

Davi Schill, PRA

George N. Carvalho, PRA