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Emily Q Settlement Team:
TBS Accountability, Communications, and Training (TACT) Task Group
DRAFT Meeting Notes – December 16, 2009; 2:00 – 4:00 PM

In October 2008, two task groups were formed to create and monitor the development of an accountability structure and training and outreach strategy to implement the Court-approved Nine-Point Plan. In June 2009, the DMH merged the ASIS and TACT task groups to better manage resources due to the State's fiscal situation, loss of staff resources, and the recognition that both task groups were addressing integrated issues. –Sean Tracy, Chief DMH Office of Strategic Planning & Policy

Attendance: Sheila Baler (APS Healthcare), Bill Carter (CiMH), Lynn Farr (EMQ Families First), Betsy Fitzgerald (LA County by phone), Joe Ford (5 Acres), Glenn Fujii (DMH), David Gray (Special Master Consultant), Catherine Hendon (DMH), Don Kingdon (CMHDA by phone), Troy Konarski (DMH), Steve Korosec (Special Master Consultant), Rita McCabe (DMH), Paul McIver (LA County by phone), Christopher Medrano (DMH), Kim Nguyen Pierce (LA County by phone), Jim Preis (Mental Health Advocacy Services, Inc.), Cindy Robins-Roth (Parent/Family Advocate), Carol Sakai (DMH), Rick Saletta (Special Master), Gail Shifsky (DMH), Nicette Short (CA Alliance for Child and Family Services), George Siler (Youth for Change, Butte County), Tom Sodergren (Casa Pacifica), Sean Tracy (DMH), Melinda Vaughn (AG's Office), Barbara Zweig (DMH).

Action items

1. **DMH and CiMH are working to develop an “MHP Bulletin Board” that will develop out of the 10 Level II MHP training plan efforts.**
2. **In winter 2009, TACT will continue to discuss the roll of Family/Youth (recruited by APS Healthcare) in the Nine Point Plan implementation process. An update will be provided at our next meeting scheduled for January 27, 2009.**
3. **DMH will distribute a communication in December 2009 to all MHPs encouraging them to distribute the TBS Documentation Manual 2.0 to their providers.**
4. **DMH will capture TBS Kern/Tulare training summary of significant comments/issues.**
5. **Track 1 data dashboards will be updated with FY 08-09 data prior to the January 27, 2009 TACT meeting.**

Welcome, Introductions, and Business Issues

1. Review of Agenda
2. Special Master Update:
 - a. The Special Master and his consultants are responding to a San Diego County request to consider TBS-equivalent services. The Special Master will continue to provide updates regarding these services, and results will be shared via current TBS forums and communications.
 - b. The Special Master is scheduled discuss State/MHP performance with the Court in the next six months.

Discussion

1. Data Dashboard

- a. Brief Description of Tracks 1 – 3:
 - i. Track 1: Utilize County-level data elements currently available from CDMH for Calendar Years 2006, 2007 and 2008.
 - ii. Track 2: Utilize CDMH and CDSS data elements, and to conduct a data matching process that combines case data for Emily Q class members.
 - iii. Track 3: Continue discussions to determine the most useful and accurate way to construct pre- and post-TBS comparisons for emergency hospitalization, RCL placement levels, and emergency/crisis services.
- b. Track 1 data dashboards will be updated with FY 08-09 data prior to the January 27, 2009 TACT meeting.
- c. The Settlement Team has decided to pursue a simple statewide Track 2 data dashboard, along with more in-depth, practical individual county analyses.
- d. The overall goal is to help counties and providers as much as possible.
- e. Many local stakeholder and decision-maker meeting reports from counties have not indicated that TBS data is being discussed in these forums. DMH will remind MHPs to use data dashboards in their local TBS meetings.

2. TBS Training Opportunities

- a. DMH and CiMH finalized the meeting materials for local MHP and provider training (Kern/Tulare, 12-8-09). Finalized TBS meeting materials will be posted to the DMH internet before the next TACT meeting, scheduled for January 27, 2009.
- b. DMH will capture TBS Kern/Tulare training summary of significant comments/issues.
- c. The Settlement Team requested that DMH encourage MHPs to invite parents/families to trainings where appropriate.
- d. If any MHP is interested in a training/forum for family and youth, DMH will put them in contact with San Diego TBS staff who have employed an effective model for actively involving this group in a meaningful way.

3. Youth/Family Involvement

- a. APS Healthcare Proposal
 - i. Orientation conference calls for interested former TBS youth to inform and ensure goodness of fit; scheduled for December 28, 2009.
 - ii. Paid positions
 - iii. Conduct training sessions
- b. APS Healthcare has received 21 applications for participation; 12 participants have been confirmed.

4. Coordination of Care Manual Update: CiMH will provide the next draft of the Coordination of Care Best Practices Manual prior to the next TACT meeting, scheduled for January 27, 2010.

5. TBS Communications

- a. There is a new consumer and family member brochure for TBS (thanks to San Mateo County MHP for providing this sample) available in [English](#) and [Spanish](#) on the DMH TBS website.
- b. The [DMH November 2009 TBS e-Newsletter](#) is scheduled to be distributed and posted to the DMH TBS website prior to the Thanksgiving holiday.
- c. CiMH continues their review of materials submitted by MHPs for posting on the DMH TBS MHP Bulletin Board. The review will ensure that sample materials are in accordance with the Nine Point Plan and Information Notice 08-38.

6. Small County Strategy

- a. DMH participated in a CMHDA small county coordination call on October 1, 2009.
- b. DMH convened the first Small County Strategy Team meeting on December 14, 2009.
 - i. Representatives include a CMHDA small county director representative from Napa. Humboldt, Mono, and Tuolumne counties also participate.
 - ii. The group discussed small county issues and concerns that impact TBS services.
- c. At the next small county strategy meeting, scheduled for January 19, 2009, the group will discuss strategies to mitigate these concerns.
- d. The group's discussions will form the basis for the Small County Strategy as outlined in the Court-ordered Exit Plan.

Roundtable Discussion and December 2009 Agenda Prep

1. Discussion
 - a. Pervasive audit fear
 - b. Possible pass for good performance
 - c. Specific TBS audits in the past have resulted in unnecessary current audit fears
 - d. Documentation and cost reporting
 - e. Middle management may act as a gatekeeper, holding on to the old TBS processes and procedures
 - f. Trust issues between providers and counties (and families, too)
 - g. Market "myth-busters" to counties and other stakeholders
 - h. Open communication
 - i. Possibly use the level II MHP training calls to find common myths/questions
 - j. 30 days to complete necessary TBS paperwork would be helpful
 - k. DMH will examine PIP trends for possible TBS application
2. Agenda Prep
 - a. TBS Documentation Manual 2.0 Feedback & Next Steps
 - b. MHP Progress Report
 - c. "Myth Management"
 - d. Coordination of Care Manual
 - e. State Budget
 - f. Data Dashboard Update
 - g. LA Probation Project Update

Adjourn