HHS Systems Integration Steering Committee Meeting Notes

January 18, 2011

Attendees: Bruce Gurganus, Kay Blackwill, Marc Hering, Joanne Bender, Diane Linn, Steve Ramsland, Hutton Taylor, Nancy Gordon, DJ Pierce, Roberta English, Rocky Pierson, Bobbe Rockoff, Julie Van Winkle, Brian Slattery

1. Introductions

2. Reviewed Agenda for Additions. There were no additions to the agenda. Joanne offered to keep time.

3. Minutes from the December 21, 2010 meeting were approved

4. Tracking Tool
    a) We have narrowed the data collected on the tool to a handful of items that will move us forward in this process. Please send your tracking information to both Kathy and Bobbe. Hutton and Julie will meet next week to discuss the status of the tracking tool and will send reminders as needed.

5. Mission Statement
    a) The mission statement was read and a discussion ensued regarding whether the statement "those with complex needs" may be too broad. The question was raised regarding why we are developing a mission statement. The group decided that if we define "Our" at the beginning of the statement, that will narrow the scope. The statement the group agreed to is: **The HHS System Integration Steering Committee's mission is to create a compassionate community that is truly welcoming and responsive to those with complex needs.**
    b) For more detail, people can refer to the charter document.

6. Charter Statement
    a) Hutton distributed the Alameda County Behavioral Health Care Services Draft Welcoming Policy. DJ suggested that we find several policies so that we can compare before we decide on our own welcoming policy. SAMHSA is another source we should refer to when looking for welcoming policies. Hutton will do this research and report back at our next meeting.

7. Technical Assistance
    a) The following organizations will receive TA on February 15

    i. Detox – Steve is the point person
    ii. Jail Medical including MH and SU – Marsha is the point person and Zia and Laura will be asked to participate.
    iii. Hope Team – Patty Lyons is the point person
b) The following organizations will receive TA in May
    i. CenterPoint
    ii. MTC – depending on where they are in the process
c) Bobbe will send an email with details on the meetings that will be held on February 15.

8. New Business and Next Steps
a) Review Charter Action Steps for County Leadership
    i. Action Step 1: Adopt charter document as an official policy statement to all stakeholders and disseminate
        1. We have decided to deep the charter as an open agenda item and not disseminate it at this point. The last changes to the charter were in November.
    ii. Action Step 2: Work in a quality improvement partnership with providers and stakeholders
        1. Diane suggests including examples.
    iii. Action Step 3: Identify a core implementation team to manage the project
        1. This is the Steering Committee.
b) Organizations Who Have Completed Compass EZ Share Learnings and Next Steps
    i. Diane from Ritter Center reported that completing the Compass was a productive team building process at all levels of the organization. Based on this process, they have changed their receptionist. They now have a new person working at the reception desk and the desk is now open two hours longer: from 3-5 PM. Possible methods to measure this change include: measuring the change in the number of complaints, measuring how many additional people access services from 3-5 PM, measuring client satisfaction through a survey. The suggestion was made to let law enforcement and 211 know that Ritter Center's reception hours have been expanded.
    ii. Steve said that he would like a staff member involved in the process to report on changes. He mentioned that telephone contact was an issue at Buckelew and they have been working on improving this. They are also working on making their employment services program orientation more welcoming and user friendly.

c) How To Include Change Agents In This Process

i. How do we include change agents in the Steering Committee's work? MTC suggested that their staff do not have time to attend these meetings. We could check in with the change agents at their February 15 meeting. The suggestion was made that a change agent could attend this meeting and Steve offered that a change agent from Buckelew will attend and report on the change agent work. We can go to their meetings and they can come to our meetings to keep communication flowing between these groups.

d) Hutton updated the committee on the Co-occurring group that has been ongoing for several years. This is a parallel process to the work of this Steering Committee. There have also been cross-trainings between MH and SU. MH will use AUDIT and DAST to their assessment to assess for SU issues.

9. Next Steps

a) Organizations will send their tracking sheet information to Kathy and Bobbe.
b) Julie and Hutton will meet to discuss progress on tracking sheet.
c) Hutton will research welcoming policies and report back in February.
d) Bobbe and Julie will send an update regarding the meetings that will be held on February 15.
e) We will continue to discuss ways to integrate and communicate the work of the Steering Committee and the work of the change agents.

10. <u>The next meeting is scheduled for: Tuesday February 15, 2011 from 10–11:30AM at 20 NSP Conference rooms A&B.</u>

11. Meeting was adjourned.