

Marin County Systems Integration Steering Committee

Meeting Notes

April 17, 2012 • 9:00 – 10:30AM
20 N San Pedro Road, San Rafael – Conference Rooms A&B

Attendees: Joanne Bender, Catherine Condon, Diane Linn, D.J. Pierce, Robert Reinhard, Bobbe Rockoff, Julie Van Winkle, Amy Rogers, Larry Meredith, Laura Kantorowski, Marc Hering, Mary Kay Sweeney, Barbara Alexander, Michelle Johnson, Brian Slattery, Hutton Taylor, Ann Pring, Georgie Farren, Chela Fielding, Nazanin Mahdiah

1. Introductions – Hutton welcomed everyone and each person introduced themselves and their organizational affiliation. Two new members, Georgie Farren and Nazanin Mahdiah from Marin Community Clinics were welcomed to the Steering Committee.
2. Spreadsheet Tracking & Announcements
 - The Tracking Spreadsheet was passed around the table so that attendees could update their program/agency information.
 - Kathy announced that Technical Assistance (TA) is available from Ken & Chris in May when they are here on May 8 & 9. Please contact Kathy to sign up for a TA session.
3. Georgie posed a question regarding Quality Improvement (QI) plans. She asked if the plans are agency-wide and wants to know what this group actually works on – Diane Lin volunteered to discuss in general, her team's plans. She mentioned that each team did the Compass-EZ and then from that exercise they chose a small item or two of interest to work on. Diane shared her experience with the addition of the medical module at Ritter and how they dealt with the individuals who can cause angst with local business people. Basically, the Compass-EZ will lead programs to the issues that make sense to begin to work on.
3. Partnering – How have we partnered across domains? How have we assisted in our partner's success?
 - Amy talked about how Buckelew Housing and Employment Services came together to provide a presentation to Family Service Agency (FSA) to show them what types of services Buckelew offers. FSA has Addiction Counselors, capacity that is badly needed at Buckelew. They are beginning to plan how the 2 agencies can look forward to offering all types of services at one location, so clients don't have to travel all around Marin to receive services.
 - DJ shared that the county is looking at a single-point-of-entry for county programs too – so it would be a good idea to coordinate these plans. The last thing we want is multiple, single points-of-entry.
 - Bobbe mentioned that following the Transition Planning process for HHS, a county-wide service delivery sub-committee will be created. This group would be a good place to develop a plan for and by county and community providers. The goal of the group is to find a better way to provide services for our clients.
 - Mark shared that Center Point has been invited to participate in a pilot program with mental health and drug & alcohol, which begins July 1, 2012. The program involves 2 groups of clients, with 10 clients each. These individuals were chosen on the basis of their frequent need for services. They plan to offer intensive case management and a variety of co-located services and a health center to determine if these groups have better outcomes.

Also having preliminary discussions with Community Clinics to do more with them to expand mental health and drug & alcohol services.

- Catherine mentioned she is involved in a group that is tasked with taking a good, hard look at connectivity and other administrative issues to figure out how this piece will look/change with system integration. Connecting 2 or more electronic health records systems and treatment plans that work across all disciplines are examples of the kind of issues they are exploring.
- Bobbe Rockoff talked about Marin's 10 Year Plan to End Homelessness planning process, which is in its beginning stages. She asked for mental health and substance use providers to be at the table. Public outreach, planning meetings the process itself have all been planned. The group is reaching out to a myriad of community organizations and would like individuals who are NOT normally at the Homeless Policy Steering Committee Meetings to participate. A link (to the Continuum of Care website) to meeting information has been sent out to members of this Committee.
- Larry announced the Sheriff Re-Entry Team has been awarded the Team of the Quarter award and is being honored at the Board of Supervisors Meeting this afternoon. These deputies have been working on this project with other community agencies in order to give a smooth, appropriate re-entry pathway for those individuals coming out of jail. The success rate is much higher with this array of services and the pre-planning and linkages to other services as needed.
- Larry also talked about the recent public forum on Public Assistance. Some things have been problematic – caseloads have exploded and at the same time staffing levels have been reduced. Our goal is to have individuals eligibility determined within 5 days.
- Amy announced that Buckelew Employment Services have been receiving quite a few new referrals from the AB109 program.

4. Issues from Last Meeting

- **Transition Planning Update from Larry Meredith** – Larry referred to the information Bobbe presented earlier in the meeting. He told us the roadmap is in draft form, there are a few more issues to be resolved at another meeting. The plan is to be finalized sometime in June. Workgroups (to work on specific issues that arise from community input) will be formed and work will begin sometime in July. They are in the process of creating a new position description for the mental health/drug & alcohol director position. Community forums are planned for May, one in the morning and one in the evening.
- **Change Agent Meeting Report by Amy Rogers** – Amy shared her notes from the March Change Agent Meeting, with the main topics being communication, exchanging program site visits and Spanish speaking staff. Hutton asked what the Steering Committee can do to further any of the suggestions. He did mention that a group is beginning work on creating a single release form for multi-disciplinary teams. He went on to say that the Canal Alliance recently received a grant to train helpers/advocates to do outreach to bring more Latinos into needed services. In addition, CIP opened a satellite clinic, across from the Canal Alliance. The office is open from 3-7PM everyday with Spanish speaking providers.
- **Hutton brought up the fact that the Change Agents have been paying for their own snacks** at the Change Agent Meetings & Trainings. He feels there should be a fund to pay for snacks, maybe \$200-\$300 per year. Feels this has been an important part of the ritual from the start. The group spends the first 10 minutes of each meeting having snacks and talking with each other. It is important to the Change Agents and is a very welcoming part of the meetings. MaryKay suggested that each agency switch off monthly by bringing snacks so HHS doesn't have to pay for it all. DJ volunteered to take the request to the Execs Meeting later today and will let us know what is decided.
- **First Draft of Welcoming Letter** – Amy presented the first draft of the Steering Committee Welcoming letter for potential or new Steering Committee Members. Julie, Kathy and Amy worked on the letter and are asking for feedback. A few suggestions were made and the edits will be incorporated to the letter and brought back to this meeting.

- **An announcement was made** that Steve Ramsland is no longer with Buckelew Programs. It was a mutual decision between him and the board. For now the acting directors are: Bob Brown and Margaret Hallett. Hutton mentioned that he would like someone to volunteer to be a co-chair along with him.
- **Quality Improvement Plans** – Buckelew Mail program's QI plan is in the process of being written up and involves welcoming, brochures, processes, co-occurring capability and how they interact with county programs. How will they know if the work they are doing is working? They have yet to figure out any measurements. Hutton mentioned that oftentimes in our programs we begin our welcoming with clients by handing them a sheaf of papers and ask them to fill them out....what a way to welcome a person. Has anyone approached this differently?

5. Celebrating Successful Technical Assistance Visits with Ken & Chris in February

- Diane shared the successful approval of their new medical module to be installed in June. She also shared that the RISE program focuses on homeless and getting those folks on Federal assistance as soon as possible.
- We also covered quite a few successes earlier in the agenda.

NEXT MEETING: **OFF CYCLE MEETING –**

May 8, 2012

9:00-10:30AM

20 N. San Pedro Road, upstairs in conference rooms A&B.

The following meetings have been scheduled in May:

Steering Committee Meeting scheduled for May 8, 2012 from 9:00–10:30AM at 20 N San Pedro Road, Conference rooms A&B.

Change Agent Training scheduled for May 9, 2012 from 1:00–5:00PM at Jeanette Prandi Training Room (out at the Juvenile Hall) 2 Jeanette Prandi Way.

Supervisor/Manager Technical Assistance Meeting scheduled for May 9, 2012 from 10:00–11:30AM at 20 N San Pedro Road, Conference rooms A&B.

Please Contact Kathy Kipp to schedule Technical Assistance visits in May with Ken & Chris –

415-473-7370 or kkipp@marincounty.org