

**NAMI -SCC Board Meeting
Sash Mill Location, Santa Cruz**

**November 3, 2014, 6:00 - 8:30
Minutes**

CALL TO ORDER: Carol Williamson, President, called the meeting to order at 6:05 pm.

Present were Carol Williamson, Tina Landino, Susan Warrens, Rama Khalsa, Don Hilbert. Guest David Hayes and Dave Frock.

Absent were Lynda Kaufmann, Melissa Watrous, Jorge Mendez, Jim Williamson

1. Approval of Minutes of Oct 2014, moved by Susan, second by Rama, all approved.
2. Reports:
 - a. Crisis Intervention Training planning – There has been one meeting so far that went well. Next meeting is tentative for December 9th. Monterey’s CIT International Conference was attended by Carol and had excellent workshops on how to unfold programming in a community.
 - b. Peer to Peer, IOOV: Hugh wants to take a break from presenting; IOOV training scheduled for November with 7 people in Santa Cruz, 4 in Monterey, 2 Alameda. Board approved to spend \$500 for food and trainer’s hotel. We will charge \$180/person for out of county students to help cover some of our costs. Board members approved \$3000 to spend on training, not to exceed \$4,000.
 - c. Family to Family – 2 people have been trained for Spanish version. We plan on having our first Spanish language class next spring.
 - d. Youth Programs – No new updates
 - e. Holiday Party – Reminder to bring name tags so volunteers can easily communicate with each other.
3. Discussion: Family Advocacy – Board agreed to create a Family Advocacy subcommittee with the goal of drafting a Request for Funding from Santa Cruz County Mental Health by January.
4. Discussion: Board meetings – would like to start forming subcommittees. Also would like to request written reports from appropriate agencies (see below for example)

Patients’ Rights Advocates (PRA)	PRA August 2014 report:	
	1) Total Calls Received: 751 □ Complaints of Codes/ Regulations Violations-5 □ Requests for Info/Assistance-746	5) Source of Patient Calls e.g. JG- 151; Fremont-100; Herrick- 49; Gladman-34 6) Type of Calls e.g. Abuse-9; Pt Rts-153; Quality of Care-128; Legal-235;

	<ul style="list-style-type: none"> 2) Investigations Conducted-5 3) Facility Monitoring Visits- 11 4) Training/Educational &/or Consultation Sessions-10 <ul style="list-style-type: none"> ▫ Face to face consultation-204 	<p style="text-align: center;">Medication-43</p> <p>7) Patient Rep: 5250 Certifications (14 day holds) Number of patients certified-514</p> <p style="text-align: center;">Capacity Hearings: Number of Patients filed for Capacity Hearings-59</p>														
<p>The following were mentioned:</p> <ul style="list-style-type: none"> ▪ PRA brought up procedural issues to hearing officers ▪ Most of what PRA are doing are hearings. <p style="text-align: center;">Need to get involuntary numbers down.</p>																
<p>Family Caregiver Advocacy and Support (FCSA) Program Report</p>	<p>Ms. Bergman talked about FCASP August 2014 Report:</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> ▫ Family Support Group-34 ▫ African-American Support Grp-18 ▫ Phone Calls Received-71 ▫ Emails-43 ▫ New Family/Visitors-71 ▫ Repeat Family/Visitors-30 </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> ▫ Repeat Callers-13 ▫ Repeat Hospital Visits-30 ▫ Staff hours including Health Fairs-161 ▫ Phone calls rcvd. by Geographic Areas: Alameda County-25 Contra Costa-1; Other Counties-19 </td> </tr> </table> <ul style="list-style-type: none"> ▪ NAMI National Convention info was distributed. 		<ul style="list-style-type: none"> ▫ Family Support Group-34 ▫ African-American Support Grp-18 ▫ Phone Calls Received-71 ▫ Emails-43 ▫ New Family/Visitors-71 ▫ Repeat Family/Visitors-30 	<ul style="list-style-type: none"> ▫ Repeat Callers-13 ▫ Repeat Hospital Visits-30 ▫ Staff hours including Health Fairs-161 ▫ Phone calls rcvd. by Geographic Areas: Alameda County-25 Contra Costa-1; Other Counties-19 												
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<p>FERC Report</p>	<p>FERC report:</p> <p style="text-align: center;">Clients Served August 2014</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">▫ Warmline: All calls (new and return)</td> <td style="text-align: right; padding: 5px;">81</td> </tr> <tr> <td style="padding: 5px;">▫ Walk-ins: Total new clients</td> <td style="text-align: right; padding: 5px;">15</td> </tr> <tr> <td style="padding: 5px;">▫ Walk-ins: Return new clients</td> <td style="text-align: right; padding: 5px;">27</td> </tr> <tr> <td style="padding: 5px;">▫ Appts: Return clients-in person visits</td> <td style="text-align: right; padding: 5px;">51</td> </tr> <tr> <td style="padding: 5px;">▫ Appts: Return clients-phone appts.</td> <td style="text-align: right; padding: 5px;">313</td> </tr> <tr> <td style="padding: 5px;">▫ Returning clients-unduplicated</td> <td style="text-align: right; padding: 5px;">81</td> </tr> <tr> <td style="padding: 5px;">▫ New clients-unduplicated</td> <td style="text-align: right; padding: 5px;">114</td> </tr> </table>		▫ Warmline: All calls (new and return)	81	▫ Walk-ins: Total new clients	15	▫ Walk-ins: Return new clients	27	▫ Appts: Return clients-in person visits	51	▫ Appts: Return clients-phone appts.	313	▫ Returning clients-unduplicated	81	▫ New clients-unduplicated	114
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5. Discussion: Connections Recovery Group – Concern that current leaders are not appropriately compensated for the amount of work that is involved in facilitating this well attended meeting. If compensated then Carol feels we would have a steady leadership. Motion by Rhama to fund Connection Meeting Facilitator at \$30 a meeting. Second by Susan. All approved.
6. Discussion: Hearing Officer role in BHU decisions – NAMI Dad asked for help because his adult son was in and out of the hospital. He would respond well to medication and look good for the hearing. The hearing officer who is a lawyer with no mental health training looks at the legal qualifications of ability to provide food, clothing and shelter. Scavenging in a dumpster for food meets the legal criteria. Carol and Rhama will meet with the Hearing Officer to discuss the mental health concerns.
7. Presentation: David Haynes shared his perspective of system of care as a brother and provider through Encompass. David's experience has given him an understanding of the strain out of town placements have on families. His older brother was doing really well and many years stable. When his insurance changed he was forced to switch medications and had his first break in 15 years. He was moved from hospital to hospital. The information from visits was not shared, his brother's mental health prevented him from giving a history. His family was not consulted and as result he was put on medications that caused renal failure. Medication history was given the 1st hospitalization but he was moved around so quickly that the history didn't follow him. He is doing better now but the experience has showed how detrimental not having open avenues of communication and inclusion of family. For the most vulnerable, successful treatment must allow providers at multi-tiered services to share information. He realized that hospitals have closed boundaries and successful treatment requires providers to more easily share information.
A discussion took place around what is happening in Santa Cruz County. How there is a need for a case manager or family advocate that could help follow the patient through this process. How difficult it is to have more local treatment and this creates situations where family members are treated far from home. Discussions also included a clarification of the IMD rule that limits compensation by Medicaid to treatment centers with beds 16 and under. This rule was written in the 40's and 50's so that they wouldn't have to pay for state hospitals. Counties could have multiple 16 bed facilities.
David works for Encompass, helping to access youth that comes through Telecare's Crisis Stabilization Program and offered to come to the Parents of Youth group to give pointers on what to expect at the different levels of care and what questions to ask at the different levels.
David was invited to join the Family Advocate Task Force.
8. Meeting Adjourned at 7:40

ACTIONS:

Due Date	Assigned to	Description	Status
01/2014		Task Force created to draft a Family Advocate Proposal.	
	Jim Williamson	Jim Williamson to report costs of outsourcing some of the Treasurer duties to Front Street.	
	Jorge Mendez	Jorge Mendez to begin to recruit family members to attend a Spanish language class. Jorge will also check with the Mariposa Center to identify possible students and teachers.	
Dec 2014	Jim Williamson	Jim Williamson will find the Family Advocate job descriptions and redo to fit our needs.	