

California Behavioral Health Planning Council

Performance Outcomes Committee Agenda

Tuesday, January 18, 2022

Zoom Meeting Link:

<https://us02web.zoom.us/j/84759714035?pwd=TzdYbGJtcDc5ZW14bWRpUnRXVGJRdz09>

Meeting ID: 847 5971 4035

Meeting Passcode: 547038

Phone-in: +1 669 900 6833

2:00 pm	Welcome and Introductions <i>Susan Wilson, Chairperson</i>	
2:05 pm	Approve Meeting Minutes <i>Susan Wilson, Chairperson</i>	Tab 1
2:10 pm	Setting the Stage for Today's Meeting <i>Susan Wilson, Chairperson</i>	
2:15 pm	2021 Data Notebook Update <i>Susan Wilson and Linda Dickerson</i>	Tab 2
2:35 pm	Public Comment	
2:40 pm	Update on Performance Outcomes Event <i>Susan Wilson and Jane Adcock</i>	Tab 3
3:00 pm	Public Comment	
3:05 pm	Break	
3:15 pm	Review and Approval of 2022 Data Notebook <i>Susan Wilson and All</i>	Tab 4
4:15 pm	Public Comment	
4:20 pm	Discussion: Other Data Projects <i>Susan Wilson and Justin Boese</i>	Tab 5
4:40 pm	Public Comment	
4:45 pm	Wrap Up and Plan for Future Activities <i>Susan Wilson, Chairperson</i>	
4:55 pm	Public Comment	
5:00 pm	Adjourn	

The scheduled times on the agenda are estimates and subject to change.

If reasonable accommodations are required, please contact the Council at (916) 701-8211, not less than 5 working days prior to the meeting date.

Performance Outcome Committee Members

Susan Morris Wilson

Karen Baylor

Darlene Prettyman

Lorraine Flores

Walter Shwe

Jim Kooler

Noel O'Neill

Steve Leoni

Uma Zykofsky

Hector Ramirez

Invited External Partners

Theresa Comstock, CA Association of Local Behavioral Health Boards/Commissions

Samantha Spangler, California Institute for Behavioral Health Strategies

Council Staff

Justin Boese

Linda Dickerson

**California Behavioral Health Planning Council
Performance Outcomes Committee
Tuesday, January 18, 2022**

Agenda Item: Approve October 2021 and November 2021 Meeting Minutes

Enclosures: October 2021 and November 2021 Draft Meeting Minutes

Background/Description:

Committee members will review the draft meeting minutes for October 2021 and November 2021.

Motion: Accept and approve the October 2021 and November 2021 meeting minutes.

California Behavioral Health Planning Council

Performance Outcomes Committee

October 19, 2021

Meeting Summary (DRAFT)

Members present:

Susan Wilson, Chairperson

Walter Shwe

Lorraine Flores

Noel O'Neill

Steve Leoni

Hector Ramirez

Uma Zykofsky

Karen Baylor

Darlene Prettyman

Invited External Partners present:

Theresa Comstock, CALBHBC

Samantha Spangler, CIBHS

Other Council Members Present:

Staff present:

Jane Adcock, Executive Officer

Justin Boese

Jenny Bayardo

Linda Dickerson

Item #1 Approve June 2021 Meeting Minutes

A motion to accept the June 2021 meeting minutes was made by Darlene Prettyman and seconded by Lorraine Flores. The motion passed.

Item #2 Setting the Stage for Today's Meeting

Susan Wilson provided an overview of the goals for the meeting. The main objective was to discuss potential topics for the 2022 Data Notebook and select one to move forward with.

California Behavioral Health Planning Council

Performance Outcomes Committee

October 19, 2021

Meeting Summary (DRAFT)

Item #3 2021 Data Notebook Update

Susan Wilson provided an update on the 2021 Data Notebook with help from Justin Boese and Linda Dickerson. An example of the data notebook based on Sacramento County was distributed for committee members to review, as well as the survey itself as it appears on the SurveyMonkey platform.

The survey questions were finalized by based on feedback collected from the previous meeting. Justin said that he went through the meeting recording and notes from the June meeting to extract as much of the committee's feedback and input as possible into the survey questions. Then Linda Dickerson, returning from her temporary assignment for COVID-19 contact tracing, generated the personalized data notebooks for each county and sent them out along with the SurveyMonkey link.

Linda spoke about her process working on the data notebooks and getting them out the door to the counties. She said there was a bit of a learning curve due to the complexity of the data applications used, but that Justin's work preparing the draft was very helpful. Linda said that she feels the final product is very professional. All of the data notebooks have now been sent out, with a requested return date of November 30. Contact information for the local mental health boards and commissions and the behavioral health directors was provided by Theresa Comstock from the California Association of Local Behavioral Health Boards and Commissions (CALBHBC).

Susan checked in with Noel O'Neil, who is acting as the interim behavioral health director for Colusa County, and asked whether they had received the data notebook. Noel confirmed that they had, but said that no one else in Colusa County was familiar with the data notebook. Colusa County developed a strategy for completing the survey and submitting their response after the responses are reviewed and approved by the local advisory board.

Susan also checked in with Stacy Dagleish, chair of the Los Angeles County Mental Health Commission, who was in attendance as well. Stacy confirmed that they had received the data notebook and it had been assigned to a commissioner who was working on it with the help of staff. Stacy thanked the committee for their work on the data notebook project. Susan thanked Stacy for participating, and also thanked Theresa for all the information and assistance she provides the committee to help get it out to the counties.

California Behavioral Health Planning Council

Performance Outcomes Committee

October 19, 2021

Meeting Summary (DRAFT)

Steve Leoni commented that the definition of IMD (Institutions for Mental Disease) in Part I of the data notebook was too vague and needed to be clarified, perhaps using a federal definition. He suggested that a footnote be added in future notebooks to provide a solid definition for the term. Susan agreed that the committee needed to have that conversation and include a definition of IMD in the data notebook moving forward.

Item #4 Public Comment

None.

Item #5 2022 Data Notebook Survey Discussion

Justin Boese shared the results of the survey that went out to committee members asking for their top choices for the 2022 Data Notebook topic. Committee members were asked to list several topics they were interested in. Based on the survey, the top suggested topics were:

- The impact of the COVID-19 public health emergency
- Housing programs and services
- Crisis services and crisis intervention
- Criminal justice and behavioral health

Susan Wilson then opened up the discussion to the committee members to hear their input on topics. She said that in choosing a topic, the committee should think about what kind of questions that they want to ask regarding that topic.

Hector Ramirez suggested the Data Notebook be focused on COVID-19 as a topic of significant importance and relevance. However, Hector also suggested a focus on accessibility as a topic to address disparities in behavioral health care. This could include issues such as linguistic accessibility and accommodations for people with disabilities.

Uma Zykofsky agreed that COVID-19 was an important topic, but expressed some reservations on whether counties would be able to provide data to support their observations. She also liked crisis services as a topic, and said she felt it was a good opportunity to look into it as it is very topical.

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Meeting Summary (DRAFT)

Steve Leoni commented that he felt COVID was a big and relevant topic but was unsure about how to proceed with it given that the COVID-19 pandemic is ongoing and isn't over yet. He said he had a lot of interest and potential questions about crisis services.

Darlene Prettyman shared that she had concerns about psychiatric patients in Senior Nursing Facilities (SNFs), and was interested in residential care for the elderly. She shared that her son had aged out of a facility, and said that there are an increasing number of older mental health patients who need continued care. Darlene wondered whether some of her questions might fit into Part I of the data notebook rather than Part II.

Theresa Comstock said that the California Association of Local Behavioral Health Boards and Commissions (CALBHBC) has made crisis care a priority. They are finishing an issue brief on the crisis care continuum. She said the Data Notebook could be a good vehicle for sharing more information and resources on that topic, and there might be data available on crisis care programs at the county level. Theresa also asked that the committee focus on measures that show performance outcomes from counties, such as reductions in hospitalizations, increases in stable housing, classroom attendance, and other indicators.

Uma Zykofsky suggested simplifying the comparison to just looking at data at the beginning and the end of the of public health emergency. She agreed with Theresa that the focus needs to be on performance and how it has been impacted.

Steve Leoni suggested changing Part I of the data notebook to include more of those sorts of performance outcomes so that the committee can get a handle on them and have consistency in that data.

Noel O'Neil commented that if COVID-19 was the topic, they would need baseline data from before COVID to compare it to and analyze trends. This could include things like intakes, no-shows, inpatient hospitalizations, crisis contacts, etc. Perhaps the data could be broken down into 6 month segments.

Jane Adcock responded that trying to look at the trends may present issues because of the lag time of DHCS data. Much of the data collected is 1-2 years old by the time it is published, which is a challenge to work around.

Karen Baylor raised some potential questions about what those impacts may be and how it changed how the counties operated. For example, did their boards stop meeting, or convert to virtual meetings? What issues have they faced? What are their plans for going forward? What is the impact on their mental health workforce? Karen suggested analyzing responses from the counties rather than trying to give a lot of data upfront.

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Meeting Summary (DRAFT)

Susan Wilson wrapped up the discussion and polled the committee to see which topics people were most interested in pursuing. Based on this, Susan confirmed that the impact of COVID-19 was the most popular choice and would be the topic for the 2022 Data Notebook.

Item #6 Public Comment

Stacy Dagleish commented that while thinking about how the data notebook is typically completed by the commission working with staff, she wondered how consumers could be included. She said she had especially been thinking about this as more meetings and services have been moved to virtual formats, and that people were increasingly telling her that they missed the social connection of in-person meetings and activities. Susan said that the idea of how to include consumers more was a great question, and encouraged Stacy to share more of her thoughts on that.

Item #7 Wrap Up and Plan for Future Meeting

Susan thanked the committee members and partners for their input and engagement. Jane spoke about the timeline of the data notebook and said that the goal was to have a finalized draft of the 2022 notebook by the January meeting. To accomplish this, the committee decided to schedule an in-between meeting for November, and possibly December as well, to work on the survey questions. Susan encouraged committee members to send in their thoughts and suggestions to Justin Boese and/or Linda Dickerson as development moves forward.

The meeting adjourned at 3:30pm.

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Performance Outcomes Committee

November 16, 2021

Meeting Summary (DRAFT)

Members present:

Susan Wilson, Chairperson

Walter Shwe

Steve Leoni

Hector Ramirez

Jim Kooler

Uma Zykofsky

Darlene Prettyman

Karen Baylor

Uma Zykofsky

Invited External Partners present:

Theresa Comstock, CALBHBC

Staff present:

Jane Adcock, Executive Officer

Justin Boese

Jenny Bayardo

Linda Dickerson

Item #1 Setting the Stage for Today's Meeting

Susan Wilson greeted everyone and began the meeting. The only agenda item for this meeting was the development of the 2022 Data Notebook survey questions. Based on the October 2021 committee meeting, the topic for the 2022 Data Notebook is the impact of COVID-19 on behavioral health.

Item #2 2022 Data Notebook Survey Development

Susan Wilson began discussion of the 2022 Data Notebook survey. She reminded the committee that ideally the survey should be limited to 10-15 questions. She also said to keep in mind the limitations of data sources, particularly the issue of how to get relevant data when many data sets lag 1-2 years behind. This issue will change how we phrase questions. Susan said that the goal today is to come up with actual questions the committee wants answers to that the counties can respond to. She then opened up discussion to members. Comments and suggestions from participants are summarized below.

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Performance Outcomes Committee

November 16, 2021

Meeting Summary (DRAFT)

Theresa Comstock suggested that the committee think about measures that we can incorporate into data notebooks every year. Some examples that counties are tracking are full service partnerships (FSPs), MediCal rehospitalization rates, and reducing incarceration related to MH programs.

Karen Baylor asked: what are the number of hospitalizations pre COVID vs. post COVID. What about mobile crisis responses and suicide rates?

Jim Kooler commented that he is thinking about responsiveness. How have we seen changes to calls to warm lines? How can we be more timely? What would local boards recommend we look at to be more responsive?

Steve Leoni observes that sometimes other county resources have data that the behavioral health department doesn't have. These can include numbers for things like suicides and 5150s. Someone recorded it at some point. Can county behavioral health get that data from the other local sources? Theresa Comstock responded that county coroner's offices track and supply suicide data. 5150 data has been explored in some counties. Uma Zykofsky added that the accessibility of those data points will vary a lot by county depending on connections of each local board.

Hector Ramirez said that attaining a focus on outcomes is important. Hector is interested to see what response strategies counties had to adopt to serve beneficiaries. How many experience homelessness? Timely response is high with telehealth, but only for those who have the technology available to them. What about disability accommodations both in person and remote? What are some of the factors that have interrupted services? Clients want up to date reference for beds, SUD services, etc. Additionally, have there been changes in the numbers of conservatorships?

Steve Leoni commented that people are stressed out and angry about COVID-19 and things like vaccinations, public health mandates, travel restrictions, etc. There is increased irritability, stress, depression, and other symptom, but for most people those symptoms would be considered mild to moderate and wouldn't show up in the "severely mentally ill" population. Therefore a lot the impact of COVID isn't in the public system. Steve also said he is interested in tracking staffing problems. If there are not enough providers in the system, what impact does that have?

Walter Shwe asked: how do we find reliable data for every county, and what period of time are we actually looking at? Linda Dickerson responded that we should stick with CDCs definitions of when the pandemic started, or when California state of emergency started, which was in March 2020. Susan Wilson said that there should be a paragraph in the background of the report on the time period being discussed.

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Meeting Summary (DRAFT)

Linda Dickerson spoke about the phases of the pandemic so far, both in terms of the virus itself but also the economic impact and social adaptation. She said there are various ways to break it down, and there have been distinct “surges” that can be identified. Steve Leoni commended that the delta variant is its own “phase” with unique challenges, such as higher transmissibility.

Susan Wilson brought up the question of vaccination rates among those who receive services from MH departments, and whether it was possible or appropriate to look at those numbers. Hector Ramirez responded that it does bring up potential privacy issues, but it is also an important question. People dealing with psychiatric disabilities, homelessness, incarceration, institutionalization etc. are having worse outcomes from COVID. What are their outcomes, and are they being referred to other health services? Do they have access to testing and vaccination? Theresa Comstock suggested looking at mental health penetration rate data, including for ethnic/racial minorities. MediCal data is an important source for the data notebook.

Jim Kooler suggested including a recommendations/learning section that talks about crisis continuum and readiness. He said the entire state is in crisis management. He posed the questions: Is there something about this that can change how we think about preparedness and readiness to respond? Do we need a permanent support system in place rather than having to ramp up? Did we learn anything? How we take advantage of what we've learned?

Karen Baylor suggested adding a question about coordination activities that counties had with the Department of Public health

Steve Leoni said that a lot of this is qualitative research, and wondered if any of the counties collect qualitative data on programs or services. Linda Dickerson commented that qualitative data is much more difficult to gather and analyze. She suggested focusing on quantitative data as much as possible for the data notebook.

Steve Leoni asked: How many clients got COVID while in a treatment setting? How well has the system protected clients? Susan Wilson asked Jim Kooler if there was any way to find that out. Jim responded that he didn't know about state hospitals, but DHCS was collecting weekly information from programs on the numbers of positive cases.

Hector Ramirez asked: How did stakeholder representation go up or down during COVID? Los Angeles started off with large stakeholder engagement, but a rise in the participation of CBOs and staff in meetings supplanted community members. How was

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November 16, 2021

Meeting Summary (DRAFT)

that impacted? Secondly, how did other programs become part of MH services? Climate change, homelessness, emergency support services are important. Utilizing peers for housing and COVID relief services.

Comments from chat:

Karen Baylor: Another possible question to consider is the number of referrals for services received and compare that to the data pre-COVID.

Jim Kooler: What are the local "canaries" that Boards saw that gave them concerns about rising problems?

Uma Zykofsky: Where there examples where Behavioral Health became part of other local public health or community teams interventions? Also, what programs facilities stayed open and what had to close for services?

Item #3 Wrap Up and Plan for Future Meeting

Susan thanked everyone for their participation in the discussion and requested that they send any additional notes or thoughts to Linda Dickerson. Justin Boese will send out a poll to schedule another interim meeting in December to continue developing the Data Notebook.

The meeting adjourned at 10:30am.

**California Behavioral Health Planning Council
Performance Outcomes Committee
Tuesday, January 18, 2022**

Agenda Item: 2021 Data Notebook Update

How This Agenda Item Relates to Council Mission

To review, evaluate and advocate for an accessible and effective behavioral health system.

This agenda item provides an update for committee members on the 2021 Data Notebook.

Background/Description:

Each year the Council releases a Data Notebook to the local mental/behavioral health boards and commissions to complete with their perspectives on focused areas of the system. The Data Notebook has two parts. Part One contains standard questions that are included each year to obtain county-specific information on vulnerable populations for which there is no publicly available data. Part Two contains questions focused on different aspects of the public behavioral health system. In 2021 the committee decided to focus on racial/ethnic inequities in behavioral health.

In order to facilitate a timely collection and analysis of survey data, the 2021 Data Notebook was developed in an online format using SurveyMonkey. The Data Notebook was sent out in September 2021 with a requested return date of November 2021. The committee will be updated on the current status of the project.

**California Behavioral Health Planning Council
Performance Outcomes Committee
Tuesday, April 18, 2021**

Agenda Item: Update on Performance Outcomes Public Event Planning

How This Agenda Item Relates to Council Mission

To review, evaluate and advocate for an accessible and effective behavioral health system.

This agenda item pertains to a proposed public event on performance outcomes measures to evaluate the public mental health system.

Background/Description:

In April 2021, Performance Outcomes Committee (POC) members discussed holding a public event on performance outcomes measures with invited partners.

Susan Wilson and Jane Adcock will provide an update on planning for a public forum regarding the need for system-wide performance outcome measures to take place sometimes in 2022.

**California Behavioral Health Planning Council
Performance Outcomes Committee
Tuesday, January 18, 2022**

Agenda Item: Review and Approval of the 2022 Data Notebook

Enclosures: Draft of the 2022 Data Notebook. For a copy of this document, please contact Justin Boese at Justin.Boese@cbhpc.dhcs.ca.gov.

How This Agenda Item Relates to Council Mission

To review, evaluate and advocate for an accessible and effective behavioral health system.

This agenda item provides the opportunity for committee members to review the 2022 Data Notebook for approval.

Background/Description:

Each year the Council releases a Data Notebook to the local mental/behavioral health boards and commissions to complete with their perspectives on focused areas of the system. The Data Notebook has two parts. Part One contains standard questions that are included each year to obtain county-specific information on vulnerable populations for which there is no publicly available data. Part Two contains questions focused on different aspects of the public behavioral health system.

During the October 2021 committee meeting, Performance Outcomes Committee members decided that the topic for Part II of the 2022 Data Notebook would be the impact of the Covid-19 public health emergency on the behavioral health system. The committee held interim meetings in November and December 2021 to discuss the topic and develop the 2022 Data Notebook survey questions. The resulting draft, developed by Linda Dickerson, will be reviewed by the committee for comments, proposed edits, and approval.

**California Behavioral Health Planning Council
Performance Outcomes Committee
Tuesday, January 18, 2022**

Agenda Item: Discussion: Other Data Projects

How This Agenda Item Relates to Council Mission

To review, evaluate and advocate for an accessible and effective behavioral health system.

This agenda item provides the opportunity for committee members to discuss potential subjects for other data projects or reports for the committee to develop besides the data notebook project.

Background/Description:

The Data Notebook project has been the primary focus of the Performance Outcomes Committee. The committee has discussed an interest in pursuing other data projects or reports in addition to the Data Notebook. This would provide an opportunity to explore additional topics and data sources related to performance outcomes measures. Justin Boese will present a few potential topics for such projects for the committee to discuss.