

California Behavioral Health Planning Council

Performance Outcomes Committee Agenda

Tuesday, October 20, 2020

Zoom Meeting

<https://us02web.zoom.us/j/87599229204?pwd=bDlvVkhNaThOYkpkdzl1Y1hiMWFLZz09>

Meeting ID: 875 9922 9204 **Passcode:** 455352

Call-In #: +1 669 900 9128

2:00 pm - 3:30 pm

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|----------------|--|--------------|
| 2:00 pm | Welcome and Introductions
<i>Susan Wilson, Chairperson</i> | |
| 2:05 pm | Approve June and September 2020 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 | Review and Approve POC Charter
<i>Susan Wilson, Chairperson and All</i> | Tab 2 |
| 2:20 pm | Public Comment | |
| 2:25 pm | Performance Outcomes Measures
<i>Theresa Comstock, CALBHBC</i> | Tab 3 |
| 2:40 pm | Public Comment | |
| 2:45 pm | WP #2: Update on 2020 Data Notebook
<i>Susan Wilson and Justin Boese</i> | Tab 4 |
| 3:10 pm | Public Comment | |
| 3:15 pm | Wrap Up and Plan for Future Meeting
<i>Susan Wilson, Chairperson</i> | |
| 3:30 pm | Adjourn | |

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

Performance Outcome Committee Members

Susan Morris Wilson

Karen Baylor

Darlene Prettyman

Lorraine Flores

Walter Shwe

Noel O'Neill

Steve Leoni

Invited External Partners

Susan Turner, University of California Irvine

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

Theresa Comstock, CA Association of Local Behavioral Health Boards/Commissions
Samantha Spangler, California Institute for Behavioral Health Strategies

Council Staff
Justin Boese

**California Behavioral Health Planning Council
Performance Outcomes Committee
Tuesday, October 20, 2020**

Agenda Item: Approve June and September 2020 Meeting Minutes

Enclosures: June and September 2020 Meeting Minutes

Background/Description:

Committee members will review the draft meeting minutes for June and September 2020.

Motion: Accept and approve the June and September 2020 meeting minutes.

California Behavioral Health Planning Council

Performance Outcomes Committee

June 16, 2020

Meeting Summary (DRAFT)

Members present:

Susan Wilson, Chairperson

Darlene Prettyman

Lorraine Flores

Noel O'Neill

Karen Baylor

Steve Leoni

Invited External Partners present:

Theresa Comstock, CALBHBC

Samantha Spangler, CIBHS

Susan Turner, UC Irvine

Staff present:

Jane Adcock, Executive Officer

Linda Dickerson

Ashneek Nanua

Item #1 Approve January 2020 Meeting Minutes

A motion to accept the minutes with additions was made by Lorraine Flores and second by Steve Leoni. Motion passed.

Item #2 Setting the Stage for Today's Meeting

Susan Wilson provided an overview of the goals for the meeting and connected the development of these goals to the prior meeting's discussion. The main goals are to:

- Discuss the 2020 Data Notebook.
- Review and Update the Performance Outcomes 2020 Work Plan

Item #3 Work Plan Goal #2: Discuss 2020 Data Notebook

California Behavioral Health Planning Council

Performance Outcomes Committee

June 16, 2020

Meeting Summary (DRAFT)

Committee members were updated regarding DHCS' request to focus the 2020 Data Notebook on telehealth. The goal is to explore what programs have been implemented as a result of COVID-19 and how providers have had to change how they do business. CA would like to continue using telehealth and thus, seeking to reinforce and validate strategies used to deliver services. It is important to demonstrate what services we want to continue, the impact they had, who was served, were there limits by population, other issues/challenges.

Theresa shared that as she attends board meetings around the state, she is hearing that access has increased and appointments are different to form new groups for telehealth. Darlene suggested a panel for another meeting that includes service recipients and providers to share about their telehealth experience. Jim suggested focusing on telehealth and providing opportunity for other programs.

It was suggested that Survey Monkey be explored as a methodology for conducting the Data Notebook this year. Karen mentioned that CBHA has done a similar survey recently.

Action/Resolution:

- Staff to draft Data Notebook questions and bring to POC members for review and comment.

Responsible for Action/Due Date:

Justin Boese – end of July 2020.

Item #4 Public Comment

A comment was made with suggestions for questions such as: who isn't using telehealth and why? Is privacy an issue, or lack of equipment/bandwidth, or cultural barriers? It is important not to reinforce disparities.

Item #5 Review and Update POC 2020 Work Plan

California Behavioral Health Planning Council

Performance Outcomes Committee

June 16, 2020

Meeting Summary (DRAFT)

The current Work Plan has 2019 dates and goals have wording that is no longer applicable. The committee concurred that the current 3 goals will continue, just with updated language.

Action/Resolution:

- Staff will update the Work Plan and bring back to POC in October.

Responsible for Action/Due Date:

Jane Adcock – October 2020

Item #6 Public Comment

None

Item #7 Wrap Up and Plan for Future Meeting

The committee agreed to schedule an in-between meeting to review and comment on proposed Data Notebook questions. A doodle poll will be done to find a good date as soon as a draft is ready.

Susan Wilson asked that the 11 performance outcomes items, generated through the work with Susan Turner, be the focus of the October meeting.

The meeting adjourned at 3:30 pm.

California Behavioral Health Planning Council

Performance Outcomes Committee

September 11, 2020

Meeting Summary (DRAFT)

Members present:

Susan Wilson, Chairperson

Walter Shwe

Lorraine Flores

Noel O'Neill

Karen Baylor

Steve Leoni

Invited External Partners present:

Theresa Comstock, CALBHBC

Samantha Spangler, CIBHS

Staff present:

Justin Boese

Ashneek Nanua

Jenny Bayardo

Jane Adcock

Item #1 Review and Comment on draft 2020 Data Notebook

Committee members reviewed the draft questions for the 2020 Data Notebook. The questions solicit information for the county boards regarding use of and impact of telehealth services during the COVID public health emergency.

Members asked about recovery services provided in licensed Adult Residential Facilities, whether the questions about homeless programs are limited to individuals with serious mental illness and if questions about crisis residential services should be included with short-term residential treatment program for youth in foster care. Additionally, it was suggested we have counties indicate whether they are already tracking outcomes for telehealth and if so, what.

Staff confirmed that Survey Monkey will be used for conducting the Data Notebook this year.

Action/Resolution:

- Staff to complete the 2020 Data Notebook for release.

Responsible for Action/Due Date:

Justin Boese – end of September 2020.

California Behavioral Health Planning Council

Performance Outcomes Committee

September 11, 2020

Meeting Summary
(DRAFT)

Item #2 Public Comment

None

Item #3 Wrap Up and Plan for Future Meeting

The members thanked Justin for his great work on the draft Data Notebook.

The meeting adjourned at 2:25 pm.

**California Behavioral Health Planning Council
Performance Outcomes Committee
Tuesday, October 20, 2020**

Agenda Item: Review and Approve POC 2020 Charter

Enclosures: Draft of POC 2020 Charter

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 committee members the opportunity to review and approve the committee charter to ensure that committee activities are aligned with Council's mission.

Background/Description:

The purpose of the committee charter is to establish the purpose of the Performance Outcomes Committee, as well as to establish the roles and responsibilities of committee members and staff.

Committee members will review and the draft POC 2020 charter for approval.

DRAFT

Performance Outcomes Committee

Charter 2020

The California Behavioral Health Planning Council is mandated by federal and state statutes to advocate for children with serious emotional disturbance and their families and for adults and older adults with serious mental illness; to review and report on outcomes for the public mental health system; and to advise the Department of Health Care Services and the Legislature on policies and priorities the state should pursue in developing its mental health and substance use disorder systems.

VISION

A behavioral health system that makes it possible for individuals to lead full and purposeful lives.

MISSION

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

GUIDING PRINCIPLES

Wellness and Recovery: Wellness and recovery may be achieved through multiple pathways that support an individual to live a fulfilled life and reach their full potential.

Resiliency Across the lifespan: Resilience emerges when individuals of all ages are empowered and supported to cope with life events.

Advocacy and Education: Effective advocacy for policy change statewide starts with educating the public and decision makers on behavioral health issues.

Consumer and Family Voice: Individuals and family members are included in all aspects of policy development and system delivery.

Cultural Humility and Responsiveness: Services must be delivered in a way that is responsive to the needs of California's diverse populations and respects all aspects of an individual's culture.

Parity and System Accountability: A quality public behavioral health system includes stakeholder input, parity and performance measures that improve services and outcomes.

COMMITTEE OVERVIEW AND PURPOSE

The efforts and activities of the Performance Outcomes Committee (POC) will focus on the examination of data and performance outcomes for the public behavioral health system. The POC will lead activities of the Council to review and approve performance outcomes measures and to review and assess system performance. The Council is tasked with the responsibility to advise the Legislature and Department of Health Care Services on the issues, policies and priorities for California's publicly-funded behavioral health system. The POC will report findings and make recommendations that are based on and supported by the analysis of reliable and timely data.

Additionally, there are a number of other organizations, at the State level, who also have responsibility for review and reporting of outcomes of services to persons with serious mental illness. The POC identifies areas of commonality, seeks opportunities for collaboration and promotes the blending of actions among the organizations. These organizations include but are not limited to:

- Behavioral Health Concepts – CalEQRO
- Mental Health Services Oversight and Accountability Commission
- California Department of Rehabilitation

MANDATES

CA Welfare and Institutions Code

5772. (b) To review, assess, and make recommendations regarding all components of California's mental health and substance use disorder systems, and to report as necessary to the Legislature, the State Department of Health Care Services, local boards, and local programs.

(c) To review program performance in delivering mental health and substance use disorder services by annually reviewing performance outcome data as follows:

(1) To review and approve the performance outcome measures.

(2) To review the performance of mental health and substance use disorder programs based on performance outcome data and other reports from the State Department of Health Care Services and other sources.

(3) To report findings and recommendations on the performance of programs annually to the Legislature, the State Department of Health Care Services, and the local boards, and to post those findings and recommendations annually on its Internet Web site.

(4) To identify successful programs for recommendation and for consideration of replication in other areas. As data and technology are available, identify programs experiencing difficulties.

(d) When appropriate, make a finding pursuant to Section 5655 that a county's performance in delivering mental health services is failing in a substantive manner. The State Department of Health Care Services shall investigate and review the finding, and report the action taken to the Legislature.

(e) To advise the Legislature, the State Department of Health Care Services, and county boards on mental health and substance use disorder issues and the policies and priorities that this state should be pursuing in developing its mental health and substance use disorder health systems.

(f) To periodically review the state's data systems and paperwork requirements to ensure that they are reasonable and in compliance with state and federal law.

General committee operations

MEETING TIMES

The POC will meet in-person four times a year, rotating locations in conjunction with the Full Council meetings. At these meetings, the POC meets on Tuesday afternoon from 2:00pm to 5:00pm. Meetings by WebEx/conference call may occur in the months between in-person meetings, on an as needed basis.

PERFORMANCE OUTCOMES COMMITTEE MEMBER ROLES AND RESPONSIBILITIES

Regular attendance of committee members is expected in order for the Committee to function effectively. If the POC has difficulty achieving a quorum due to the continued absence of a committee member, the committee chairperson will discuss with the member the reasons for his or her absence. If the problem persists, the committee chairperson can request that the Officer Team remove the member from the committee.

The POC Chairperson and Chair-Elect will be nominated by the POC members and appointed by the CBHPC Officer Team. In the Chairperson's absence the Chair-Elect will serve as the Chairperson. The Chairperson and Chair-Elect serve on the Executive Committee which requires attendance and participation in those meetings in addition to WEC meetings. Terms will begin with the January in-person meeting and end with the last meeting of the calendar year.

Members are expected to serve as advocates for the Committee's charge, and as such, could include, but are not limited to:

- Attend meetings and provide input
- Review meeting materials prior to meetings in order to ensure effective meeting outcomes
- Speak at relevant conferences and summits when requested by the Committee leadership
- Develop products such as white papers, opinion papers, and other documents

- Distribute the Committee’s white papers and opinion papers to their represented communities and organizations
- Assist in identifying speakers for presentations

STAFF RESPONSIBILITIES

Staff will capture the POC members’ decisions and activities in a document, briefly summarizing the discussion and outlining key outcomes during the meeting. The meeting summary will be distributed prior to the next quarterly the meeting. Members will review and approve the previous meeting’s summary at the following meeting.

Staff will prepare the meeting agendas and materials, including coordinating presenters, at the direction of the POC Chairperson and members. The meeting agenda and materials will be made available, in hardcopy and/or electronically, not less than 10 days prior to the meeting.

GENERAL PRINCIPLES OF COLLABORATION

The following general operating principles are established to guide the Committee’s deliberations:

- The Committee’s purpose will be best achieved by relationships among the members characterized by mutual trust, responsiveness, flexibility, and open communication.
- It is the responsibility of all members to work toward the Council’s vision.
- To that end, members will:
 - Commit to expending the time, energy and organizational resources necessary to carry out the Committee’s Work Plan
 - Be prepared to listen intently to the concerns of others and identify the interests represented
 - Ask questions and seek clarification to ensure they fully understand other’s interests, concerns and comments
 - Regard disagreements as problems to be solved rather than battles to be won
 - Be prepared to “think outside the box” and develop creative solutions to address the many interests that will be raised throughout the Committee’s deliberations

Committee members will work to find common ground on issues and strive to seek consensus on all key issues. Every effort will be made to reach consensus, and opposing views will be explained. In situations where there are strongly divergent views, members may choose to present multiple recommendations on the same topic. If the

Committee is unable to reach consensus on key issues, decisions will be made by majority vote. Minority views will be included in the meeting summary.

MEMBERSHIP ROSTER

Susan Wilson, Chairperson

Lorraine Flores

Noel O'Neill

Karen Baylor

Walter Shwe

Darlene Prettyman

Steve Leoni

INVITED EXTERNAL PARTNERS

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

Samantha Spangler, CA Institute for Behavioral Health Strategies

STAFF

Justin Boese

Justin.Boese@cbhpc.dhcs.ca.gov

(916) 750-3760

**California Behavioral Health Planning Council
Performance Outcomes Committee
Tuesday, October 20, 2020**

Agenda Item: Performance Outcomes Measures

Enclosures: CALBHBC Performance Outcomes Measures Issue Brief

ADA version: <https://www.calbhbc.org/performance-ada-version.html>

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 committee members the opportunity to become more informed about performance outcome measures and data.

Background/Description:

Theresa Comstock of the California Association of Local Behavioral Health Boards and Commissions (CALBHBC) will speak to the committee on the topic of performance outcome measures. Enclosed is CALBHBC's issue brief on performance outcome data, which includes suggested data points and links to data for counties/jurisdictions in California.

**California Behavioral Health Planning Council
Performance Outcomes Committee
Tuesday, October 20, 2020**

Agenda Item: Update on 2020 Data Notebook

Enclosures: Preview of 2020 Data Notebook on SurveyMonkey. For a copy of the 2020 Data Notebook, 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 identify county responses and trends for the 2020 Data Notebook in order to effectively evaluate Telehealth practices within California's Public Behavioral Health System.

Background/Description:

Each year the Council releases a Data Notebook to the local mental/behavioral health boards and commissions to complete with their perspectives of 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 2020, due to the COVID-19 public health emergency, we are focusing on impact of delivering services via telehealth.

In order to facilitate a timely collected and analysis of survey data, the 2020 Data Notebook has been moved to an online format using SurveyMonkey. Susan Wilson and Justin Boese will give an update on the current status of the 2020 Data Notebook.