



County of Los Angeles – Department of Mental Health  
Service Area 7

Quality Improvement Committee

March 20, 2007  
Rio Hondo Mental Health  
2:00-4:00pm

AGENDA

- |                                  |                    |
|----------------------------------|--------------------|
| I. Welcome and Introductions     | Michelle Hernandez |
| II. Review & Approval of Minutes | Michelle Hernandez |
| III. DMH Update                  | TBD                |
| IV. PEQIC Update                 | Ted Wilson         |
| V. EPSDT Audit Updates           | All                |
| VI. State Systems Audit          | Michelle Hernandez |
| VII. Announcements               | All                |

Next Meeting: April 17, 2007 @ Rio Hondo Mental Health, 2:00-4:00pm

↑ Client Surveys      QI Project

Volunteers

County of Los Angeles – Department of Mental Health  
Service Area 7 - Quality Improvement Committee Meeting  
Rio Hondo Mental Health Clinic  
March 20, 2007  
2:00 – 4:00 pm

Facilitator:

Michelle Hernandez

Present:

ALMA	Marcella Munoz
Almanson	Nicole LaBram
Asian Pacific Counseling & Treatment	Wendy Tien
Bienvenidos Children's Center	Leah Merjil
Community Family Guidance	Tracy Schmidt
CLONTARF	Swarna Amarasinghe
DMH	Herlinda Quintaro Jackson
DMH	Lupe Ayala
DMH	Reina Vidaurri
DMH/PEQIC	Ted Wilson
ENKI	Michelle Hernandez
Helpline	Eva Estrada
Intercommunity Family Guidance	Mary Stewart
L.A. County Client Coalition	Debbie Hastings
Pacific Clinics	Teri Bartlett
Penny Lane	Scott Kazarian
Providence	Jan Sora
San Antonio Mental Health	Phyllis Noriega
Telecare - L.A. HOP 7/AB2034	Tara Booth

I. Welcome and Introductions

- Meeting came to order and self-introductions were made.
- Anna Dann announced her promotion within her agency and introduced Intercommunity's new QA person, Mary Stewart.
- American Indian Counseling Center not present / task of taking minutes assigned to next agency on Provider list -- Asian Pacific Counseling & Treatment Center.

II. Review and Approval of Minutes

- Minutes from February 20, 2007 were approved with no corrections needed.

III. DMH Update

- Reyna Vidaurri reviewed dates for additional MHSA funding opportunities :
  - a. Prevention / Early Intervention – 6/07
  - b. Workforce Development 10/07

- Community Family Guidance was granted FSP contract.

#### IV. PEOIC Update

- QI Work Plan was distributed and Ted Wilson reminded Providers to file document in QI notebooks as required for Program Review.
- Feedback from most recent State Review was reviewed:
  - More participation by all Providers is needed to better develop / implement goals and Work Plan – i.e., give feedback re: what is feasible or not feasible and include consumer feedback.
  - Format of QIC Minutes needs to change format to better capture process. Signatures of QIC Chair and Co-Chair are also required.
- State Outcome Surveys (May 2007)
  - Changes: number of pages for each version has increased and Vietnamese-language version dropped (pending translation).
  - Scanning of surveys may be outsourced by November.
  - Ted will arrange trainings to help increase understanding of surveys and he also suggested involving Client Coalition to assist clients.

#### V. EPSDT Audit Updates

- No recent audits announced for Providers present.

#### VI. State Systems Audit 7

- Pacific Clinics had 14 charts selected and ENKI had 4 charts selected.
- Michelle Hernandez shared some general findings from the Audit discussed at the Exit Conference
  - Michelle will forward her notes via email to all QIC members

#### VII. Announcements

- Herlinda Jackson provided her new office phone number: (213) 738-3475.
- Ted Wilson announced that EQRO's Yearly Review will take place from April 2-5 and that Service Area 7 will likely soon be selected to be included. Review does not include chart reviews or recoupment but expect thorough interviewing of all Stakeholders.

#### VIII. PIP Project

- Michelle proposed studying how using consumers to assist other consumers in survey completion might increase the rate of completed surveys. Most QIC members expressed interest in pursuing this project.
- One potential problem might be the lengthy County process required to become a "Volunteer." Michelle will contact DMH HR to clarify the process.
- Debbie from the Client Coalition offered to assist and Ted Wilson will work to follow-up with the Coalition, as needed.
- Anna Dann also suggested that we could compare how different incentives / approaches used by the various SA 7 Providers affect survey completion rates.

IX. Adjournment

- The Meeting was adjourned at 3:15.
- Next Meeting will be on 4/17/07, 2:00 – 4:00 pm at Rio Hondo Mental Health.

Minutes approved by: Michelle Hernandez, MFT Date: 4/16/07  
Michelle Hernandez, MFT  
ENKI Health & Research Systems, Inc.

Minutes taken by: Wendy Tien  
Asian Pacific Counseling Center