



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

Quality Improvement Committee

April 17, 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. Outcome Surveys                     | Ted Wilson         |
| VI. EPSDT Audit Updates<br><i>ENKI</i> | All                |
| VII. Performance Improvement Project   | All                |
| VIII. Announcements                    | All                |

Next Meeting: May 15, 2007 @ Rio Hondo Mental Health, 2:00-4:00pm

County of Los Angeles- Department of Mental Health  
Service Area 7 – Quality Improvement Committee Meeting  
Rio Hondo Mental Health Clinic  
17707 Studebaker Road, Cerritos, CA 90703  
April 17, 2007  
2:00 p.m. – 4:00p.m.

Facilitator:

Michelle Hernandez

Present:

ALMA	Misty Allen
Almansor	Nicole LaBram
American Indian Counseling Center-Cerritos	Brent Hale
Bienvenidos Children's Center	Susana Zendejas
Community Family Guidance Center	Tracy Schmidt
Dept. of Mental Health	Lupe Ayala
Dept. of Mental Health	Ted Wilson
Dept. of Mental Health SA 7 Admin.	Dr. Jorge Zamora
Dept. of Mental Health	Herlinda Quintaro Jackson
ENKI	Michelle Hernandez
HELPLINE Youth Counseling	Lorelyn J Hambelton, Eva Estrada
Homes for Life Foundation	Robert Simon
Pacific Clinics	Teri Bartlett
Penny Lane	Scott Kazarian
PEQIC	Dr. Nadim Karim
Providence	Michael Morkos, Crystal Perez
Rio Hondo Mental Health Center	Leticia Guzman
San Antonio Mental Health	Phylis Noriega
TeleCare Corp / AB 2034	Cheryl Malinowski

I. Welcome and Introductions

Meeting came to order and self-introductions were made.

II. Review and Approval of Minutes

Minutes from March 20, 2007 were approved with one correction under Section VI of the State Systems Audit should read that Pacific Clinics had "7" charts selected for audit instead of "11" as stated.

### III. DMH Update

Dr. Zamora discussed the list of Service Area 7 contractors awarded new FSP programs, including Asian Pacific Counseling Center, Community Family Guidance, Roybal, Providence, ALMA, Pacific Clinics, American Indian Counseling Center, Telecare Corp and ENKI. Lupe Ayala has replaced Herlinda Jackson as the new contracts monitor for LAC-DMH and will be the primary contact person. Lupe Ayala's Tel. # (213) 738-6241. FSP contracts have been awarded for Children's, TAY and Adult age categories. Impact Meetings are held at Rio Hondo on Monday's at 10:00 am. Jesus Ramirez is the SA VII Navigator and contact person for Children and TAY and his phone # (213) 738-3313. Tere Antoni is the Adult Navigator for Service Area VII and her Tel. # is (213) 738-4068.

### IV. PEQIC Update

Ted Wilson spoke about EQRO (External Quality Review Organization) findings that are being reported to the State. DMH is currently working on Service Area's II and V to use the data in ways that can be helpful with their clinical issues, for example with high utilizers. A new report will be out in September. They will be performing more EQRO reviews next year in two different Service Areas. The reviews focus on Policy and Procedures.

### V. Outcome Surveys

Ted Wilson announced that the Outcomes Surveys are coming May 1<sup>st</sup> – May 14<sup>th</sup>, 2007. Ted will be performing trainings beginning next week in preparation for the client satisfaction surveys. There will be only four languages available for the clients (English, Spanish, Chinese and Russian). Lupe stated that Mr. Wilson will be handing out surveys to all of the people attending the training. The State is going to increase the number of pages in the satisfaction surveys. The Adult and Older Adult Surveys will be five pages long and the Children's Survey will be four pages in length.

### VI. EPSDT Audit Updates

On May 7, 2007, an EPSDT audit will commence at ENKI. Michelle will provide a report from the audit at the next QIC.

VII. PIP Project

The Performance Improvement Project plans to investigate ways to improve response rates on the surveys and compare them to last year's numbers.

VIII. Announcements

Robert Simon, program manager for Homes for Life, presented information on the opening of two new Independent Living housing programs, Elm Street and Birch Grove, which are 20 and 14-bed single-occupancy apartments respectively for under \$1100. monthly for the homeless mentally ill. The clients need to have some self-help skills and be able to take their own medications responsibly.

DMH will sponsor a Quality Assurance Training April 18<sup>th</sup>, 2007 from 1:00- 4:30 pm at Good Samaritan Hospital Conference Room. Norma Fritsche will provide training on the proper use of Services and Procedures Codes, MAA and COS billable activities.

For notes from the State Systems Audit please see Michelle notes from the Audit and reasons for disallowance for details.

Roybal has been approved for the implementation of their 0-3 children's program with Dr. Stroud.

Dr. Irma Castaneda will be working on MHSA with Herlinda Jackson for SA 7 regarding Field Operations and Training. ACCESS/PMRT/EOB operations will participate in QIC meetings in the future.

The Outcome Survey Training at ENKI administrative offices in El Monte will be on 4/23/07 from 1:30-3:30 pm led by Ted Wilson. There are still LA County spots available.

IX. Adjournment

The meeting was adjourned at approximately 3:15 pm.

Next QIC meeting to be held on May 15, 2007 from 2:00- 4:00 pm at Rio Hondo Mental Health Center

Minutes approved by: Michelle Hernandez Date: 6/12/07  
Michelle Hernandez, MFT  
ENKI Health & Research Systems, Inc.

Minutes taken by: Brent Hale  
American Indian Counseling Center