

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU  
QUALITY IMPROVEMENT DIVISION**

<b>Type of Meeting</b>	<b>Service Area 3 QIC</b>	<b>Date</b>	<b>4/19/2017</b>	
<b>Place</b>	<b>ENKI - 3208 Rosemead Blvd., 2<sup>nd</sup> Floor, El Monte, CA 91731.</b>	<b>Start Time:</b>	<b>9:30 am</b>	
<b>Chairperson Co-Chairs</b>	<b>Mrs. Gassia Ekizian Dr. Margaret Faye</b>	<b>End Time:</b>	<b>11:00 am</b>	
<b>Members Present</b>	<i>Shianne Torales</i>	<i>Alma</i>	<i>Margaret Faye</i>	<i>Hathaway-Sycamores</i>
	<i>Cynthia Concepcion</i>	<i>Almansor MH</i>	<i>Janet Yang</i>	<i>Heritage Clinic</i>
	<i>Natasha Montiel</i>	<i>Bienvenidos</i>	<i>Gerry Bonilla</i>	<i>Homes for Life Foundation</i>
	<i>Mark Rodriguez</i>	<i>Bridges</i>	<i>Karen Sammon</i>	<i>Maryvale</i>
	<i>Sabrina Ullah</i>	<i>California Mentor Network</i>	<i>Gabriela Rhodes</i>	<i>McKinley Children's Center</i>
	<i>Rachel Riphagen</i>	<i>Center for Integrated Family and Health Services</i>	<i>Nicole Unrein</i>	<i>Prototypes</i>
	<i>Leslie Shrager</i>	<i>Children's Bureau</i>	<i>Vivian Chung Easton</i>	<i>Prototypes</i>
	<i>Robin Washington</i>	<i>DMH</i>	<i>Jennifer Lomas</i>	<i>PUSD</i>
	<i>Elizabeth Townsend</i>	<i>DMH</i>	<i>Diana Guerrero</i>	<i>Rosemary Children's Services</i>
	<i>Rosalba Trias-Ruiz</i>	<i>DMH</i>		
	<i>Stacey Fonseca</i>	<i>DMH</i>	<i>Rebecca deKeyser</i>	<i>San Gabriel Children's Center</i>
	<i>Nancy Uberto</i>	<i>D'Veal</i>	<i>Dawn Dades</i>	<i>Social Model Recovery Systems, Inc.</i>
	<i>Zerri Gross</i>	<i>D'Veal</i>	<i>Akiah Robinson</i>	<i>SPIRITT Family Services</i>
	<i>Erika Fraust</i>	<i>ENKI</i>	<i>Rachel Riphagen</i>	<i>Center for Integrated Family and Health Services</i>
	<i>Windy Luna-Perez</i>	<i>Etti Lee Homes</i>	<i>Rocio Bedoy</i>	<i>Tri-City MH</i>
	<i>Tiffany Tran</i>	<i>Five Acres Boys and Girls Society</i>	<i>Keri Zehm</i>	<i>Tri-City MH</i>
	<i>Katie McGevna</i>	<i>Five Acres Boys and Girls Society</i>	<i>Joe Bologn</i>	<i>Trinity-El Monte</i>
<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>	<i>Hannah Chuapow</i>	<i>Trinity-El Monte</i>	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Call to Order &amp; Introductions</b>	The meeting was called to order and followed with self-introductions. Stacey Fonseca was introduced as the new SA 3 QIC chair.		
<b>Review of Minutes</b>	The minutes were reviewed. Motion to accept with an edit as to reason for low older adult MHSIP data collection by Janet Yang and second by Robin Washington.		
<b>Mentor Network</b>	California Mentor Network presented. They have been in California for 25 years and are a part of the mentor network nationwide. They use Family Centered Treatment (FCT) methodology. There are weekly reports to see where staff are with the training goals so they can deliver the best service to their families. There are bi-weekly case consultations to support treatment teams. They hire from the community and receive staff referrals. They review records on an on-going basis. Staff are in charge of fixing their charts with follow-up to make sure it was completed. QI team includes: management team members and staff from all levels to hear what's happening and to keep everyone in the loop. Janet Yang with Heritage will present next month.	Please see handouts.	
<b>Test Calls 2017</b>	Try to get them completed next week and send the results to Stacey Fonseca.		
<b>Change of Provider Form</b>	Starting in May, SA 3 will do test runs on new COP collection method, to be ready by July 1 <sup>st</sup> 2017 implementation. New process involves Stacey Fonseca, providers, and DMH Patient's Rights liaison. All reports are sent to Stacey Fonseca once a month (emails by the 10 <sup>th</sup> of the month or hard copies at the SPA3 QIC Meeting) before the monthly QIC meeting. Power Point		

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	presentation will be sent out via email. Jose Reyes will be at the next QIC meeting to help Stacey collect all of the change of provider reports. <a href="mailto:stfonseca@dmh.lacounty.gov">stfonseca@dmh.lacounty.gov</a>		
<b>Co-Signatures for students</b>	All of the students' documentation needs to be co-signed. Read page 12 of Provider's Rehab manual to familiarize with the process.		
<b>Chart review for LE Providers</b>	On-going process of chart reviews starting with QIC co-chairs with a minimum of five charts for review. DMH QA department uses the same tool by the audit controller. Looking for trends and to be helpful and identify what is good and what can be better.		
<b>Training Schedule/Online Training Videos</b>	No handout, but the training list will be emailed out.		
<b>QA Bulletins and Clinical Forms Bulletin</b>	Most of the handouts are reminders. More schools are getting provider numbers, need to review the directories to ensure which site is a provider site when claiming for travel.	Please see handouts.	
<b>Audit Reminder: Disallowance vs Finding</b>	Disallowance is when they are recouping money from the agency. Whereas a finding is seeking corrective action.		
<b>Announcements</b>	In May there will be a presentation on how to refer clients who do not meet medical necessity back to non-specialty mental health providers.		
<b>Future QIC Topics</b>			
<b>MHSIP Spring 2017 Survey</b>	Vandana Joshi presented on the Spring, 2017 MHSIPs		
<b>Handouts</b>	<ol style="list-style-type: none"> <li>1. Agenda</li> <li>2. Meeting Minutes: March 15, 2017</li> <li>3. Quality Assurance Bulletins and Clinical</li> </ol>		

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	Forms Bulletin		
<b>Next Meeting</b>	Next Meeting is 5/17/17 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2 <sup>nd</sup> Floor, El Monte, CA 91731.		

Respectfully Submitted, Dr. Keri Zehm, Tri-City Mental Health