

Meeting Minutes

HPSJ & Stanislaus County BHRS

Meeting Title: Care Coordination Meeting
 Date/Time of Meeting: April 23, 2025 @ 2:30 pm – 3:30pm
 Frequency: Quarterly
 Meeting ID: 266 899 348 029 Passcode: 2CD7L82Y

Liaison/Facilitator: Gabriela Marquez

Health Net	Y/N	Stanislaus County Behavioral Health and Recovery Services	Y/N
Elizabeth Campos-Martinez - HPSJ	N	Kristy Johnson - ASOC	Y
Yvonne Garza - HPSJ	N	Robert (Bob) Housden - CSOC	Y
Tapinder Dhillion - HPSJ	N	Bernardo Mora, MD	N
Samantha Hansen - HPSJ	Y	Rachel Acosta - CERT / ACS	N
Catrina Rodriguez - HPSJ	Y	Sushma Plata - ACS	Y
Vanessa Aranda - HPSJ	Y	Tracey McCullough - SUD	Y
		Paula McDowell - SUD	Y
Kate Maietta - HPSJ	N	Debora Dietz-Neves - CCMU	N
Elizabeth Cazares Gosvener - HPSJ	N	Maribel McCarroll - BHSA	Y
Marybel Buchler - HPSJ	N	Lori Sims - ASOC	Y
		Optional:	
Alisa Lin - Access Point	N	Abraham Andres - Chief, ASOC	Y
Elena Popp - Access Point	N	Keri Magee - Assistant Director	N
		Tabitha Sprague - Chief, SUD	N
		Monica Salazar - Chief, BHP Admin	N
		Kevin Panyanouvong - Assoc Director/ COO	N
		Brittney Kirkland - Chief, CAM	N
		Kim Saing - Chief, CSOC	N

Agenda

Categories	Details	Responsible Party
I.	Introductions for New Committee Members/Changes to Attendees <ul style="list-style-type: none"> • Self-introduction of Committee Members ➤ HPSJ – Updates: Elizabeth Campos-Martinez is no longer with HPSJ organization; changed Kate Maietta, Elizabeth Cazares Gosvener, Marybel Buchler, Yvonne Garza, Tapinder Dhillion, and Samantha Hansen as optional attendees. 	All
II.	A. Follow-Up Items from last meeting B. Additions to the Agenda <ul style="list-style-type: none"> ➤ None. 	All

<p>III.</p>	<p>Data Discussion</p> <ul style="list-style-type: none"> The committee continued to solidify discussions on data consolidation for County and HPSJ regarding enrollment, referral numbers, and service utilization data. <p>The County’s challenge is the transition of care tools are done at program level and the operation is not centralized, due to there are multiple programs completing them. The screening tools are handled by the access crisis and support. Gabriela will have internal discussions with the systems of care to problem solve on centralizing the TOC data and will connect with Sushma regarding the screening tool data to work on providing the information to Catrina.</p> <p>The hope is to have one point of contact for the TOC data to mitigating risk of PHI.</p> <ul style="list-style-type: none"> Referral Numbers: Utilization HPSJ’s breakdown metrics such as unique utilizer accounts, average number of visits for medication management, separate from psychotherapy services and separate out from the source data like direct claims process and state data to understand access to services. HPSJ also compares utilization, in-person versus telehealth in same categories and compare population demographics of gender rate, ethnicity, and language of population. HPSJ can share the historical utilization population data for Stanislaus in 2024, of the first quarter run-out period. Enrollment Data Transportation Utilization Data HPSJ reports on non-emergency and emergency transportation the data is not specific to behavioral health care services; the information gathered is by type, door to door, gurney transports, wheelchair transports and how many requests were completed and cancelled. Numbers will be inclusive to all. Any other Data (reports or requests) HPSJ ask is for Referral reports as it would be helpful to show some reconciliation on what is coming through the county side and its impact. <p>Sushma: The access line answer calls and maintains a protocol for documenting hard copies of every call and the purpose. This includes requests for service, such as mental health services, if in crisis, SUD services, triage calls needing law enforcement, or transfers to other entities. Although not documented in the electronic health record, the receiving end notes the calls. Service request calls are documented in the electronic health record as inquiries, regardless of whether they land on the receiving or managed care side.</p> <p>Care Coordination</p> <ul style="list-style-type: none"> Special Cases: Gabriela: The only care coordination case was the recent eating disorder case. Vanessa expressed her appreciation meeting with Sandra on March 14th, receiving the partnership and consultation for the eating disorder case. The meeting helped determine who are the point of contacts. <p>The county has work on internally and has hired a designated employee for the role of single point of contacts and collaboration of the eating disorder cases.</p>	<p>All/ HPSJ Team</p>
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	<ul style="list-style-type: none"> • ECM Services Catrina: The case management team and the UM department may support with providing the ECM data; the teams support the community services, and authorizations which might be will helpful with the understanding of the community access and where the member's needs are. • Non-Emergency resources for members starting MAT. 	
IV.	<p>Health Plan Updates: HPSJ</p> <ul style="list-style-type: none"> • Updates • Initiatives • Collaboratives • Special Events <p>Catrina will connect with the county to bring community event information that align with mental health services or substance use disorder services, will send invites and or will bring resources and Flyers from county to events.</p> <ul style="list-style-type: none"> • Marketing/Messaging to Members • MISC 	
V.	<p>County Updates: CSOC; ASOC; SUD; ACS, MD</p> <ul style="list-style-type: none"> • Updates: <u>Bob/CSOC:</u> No updates to report. <u>Kristy / ASOC:</u> The adult care system of care is revamping and redefining the Wellness Programs. This includes addressing the transitions for closure of injection cases and the need for coordination from the MCP's for medication management and establishing practices with community psychiatrists to provide care for members who are stable and no longer meeting SMI criteria. <p>Catrina will double check on the injections, to see if the HPSJ have any psychiatrists in the Stanislaus area and indicated there were similar conversations in other counties and that some of the psychiatrists asked to do Doc to Doc for the transition and warm hand off. Kristy, and Dr. Mora agreed that this would be doable to facilitate the transition.</p> <p><u>Paula/ SUD:</u> No updates to report. <u>Dr. Mora/ Medication Clinic:</u> No updates to report.</p> <ul style="list-style-type: none"> • <u>Sushma/Access Crisis & Support:</u> Sushma provided feedback and reminder to recent issue where TOC was received in email attachment instead of faxing and asked that the Health Plan representatives and or providers should send TOCs by to avoid delays. ACSL has a process for processing referrals and scheduling members in a timely manner, ensuring timely communication and follow-ups. <p>Catrina stated the clarification was received and confirmed with the case managers the faxing will be done.</p> <p>Sushma thanked and appreciated representation by Yvonne to meetings for ICRAN (Integrated Crisis Response Alliance Network) the committee welcomes any other representatives to the hybrid monthly collaborative meetings. ICRAN aims to connect entities involved in managing members entering the crisis continuum. They also provide resources for hospitalization and the referral mechanisms to sustain and stabilize individuals. This includes EDS, community-based organizations, and BHRS, supporting members in providing referrals and assisting in crisis intervention. Yvonne has stated via email, she</p>	Stanislaus County Team

	<p>would share the link with Kate to join the next in-person or virtual meeting.</p> <p><u>Sushma / MCCU</u>: The Crisis teams, CERT, and mobile crisis are focusing on providing crisis care and mobile crisis services and are doing their best to link clients to services, whether they're calling Access and potentially referring them back to their managed care plan.</p> <p>Catrina inquired about mobile crisis reporting and outcomes, and Sushma assured her that she would forward the request for the data collection to the team's manager.</p> <p><u>Lori / Care Court</u>: No current updates to report. <u>Maribel/ BHSA</u>: No major updates to report. BHSA is still in the process of analyzing the current program, and landscape regarding BHSA regulations and encouraged all to attend the next meeting for Advisory Committee scheduled on 4/30/2025. Maribel anticipates sharing a timeline of when information will be released. The meeting is hybrid and if Flyer for the meeting has not been received, reach out to Maribel for the information.</p> <ul style="list-style-type: none"> • Initiatives • Coalitions, Collaboratives, County Meetings • Special Events • Marketing/Messaging to Members • MISC 	
VI.	<p>Legislative/MOU Updates</p> <ul style="list-style-type: none"> • CalAIM: • Informational Notices (IN)/All Plan Letters (APL): • MH MOU: <p>The MCP is still in the process of some reviews and County has concluded review.</p> <p>Catrina shared in chat for Gabriela, information to an update from DHCS regarding the language on the closed loop referral implementation.</p> <p>Catrina provided an update on information notices and all plan letter (APL), and update to BHIN for specialty mental health services, there's a counterpart to the APLS for non-specialty mental health services which is not as clearer as the county's; Katrina provided her feedback to the state on the all-plan letter to make the MCP's clearer. Gabriela commented the APLS goes through the Quality Service department, and that the county has a call on Friday for discussion and that she will connect with the QS for any feedback or comments made.</p> <p>DMC-ODS MOU:</p>	All
	<p>Open Forum</p> <ul style="list-style-type: none"> • Per Katrina's request the Agenda and Minutes for meeting will be sent. 	All
Next Meeting – date and time:	Wednesday, July 23, 2025, 2:30 pm – 3:30pm	
Submitted by:	Trisha Romero	