



Kern County Behavioral Health Board System Quality Improvement Committee

Monday, August 28, 2023

4:00-5:00 PM

Virtual Meeting VIA Teams

Meeting Minutes

The mission of the SQIC, as a QIC Subcommittee, is to review and evaluate Mental Health Plan (MHP) activities and where appropriate, make recommendations regarding policy decisions, institute needed Quality Improvement (QI) actions, or/and ensure follow-up of QI processes.

Attendees:

Abigail De La Cerda Orozco	Christopher Garcia	Heather Plaza	Leslie M.	Sandra Sierra
Alexander Lopez	Cynthia Jackson	Isabel Torres	Liz Bailey	Susie Baker
Alison Burrowes	David Kessler	Joel Monroy	Maria D. Najera	Tammy Cates
Angela Gonzalez	Debby Diamond	Juan Carlos Gonzalez	Maria Vasquez	Tracy Lynch
Barbara Paradise	Dian Schneider	Karina Leonzo-Castillo	Martha Gonzales	Veronica Camarillo
Breanna Barajas Rodriguez	Francisca E. Quiroz	Kristen Flannigan	Monique Rivera	Vivian Reyes
Camden Trapp	Gregory Gonzalez	Lesleigh Davis	Rashawna Schumacher	Yessenia Nuñez Gonzalez

1. Welcome and Introductions – Lesleigh Davis introduced herself and welcomed the attendees.
2. Review and approval of the previous meeting minutes – Tammy Cates motioned to accept; Greg Gonzalez seconded.
3. Public Comment – No public comments were made at this time.
4. Unfinished and New Business – There was no unfinished or new business at this time.
5. Guest Presenters – Karina Castillo
 - A. Unusual Occurrence Report FY22-23 (UOR) MH Timeliness / MH and SUD
 - i. Karina reviewed the handout which covered; definition and types of UORs, how are they measured, actions taken, outcomes, and results of actions taken. There were no questions.
6. Kern Behavioral Health and Recovery Services (KernBHRS) – Current Project and Issues
 - A. Quality Improvement Division – Lesleigh Davis
 - i. Work Plan revisions are being finalized, as required by the Department of Human Services (DHS) for both Drug MediCal-Organized Delivery System (DMC-ODS) and the Mental Health Plan. This is updated and posted to our website annually.
 - ii. DMC-ODS and Substance Abuse Block Grant (SAB-G) reviews begin in January.
 - iii. The EQRO review has been completed. It lasted 3 days and went very well.
 - iv. Documentation Review content will be changing over the next few months per state regulations.
 - B. Department Supports Administration – Liz Bailey
 - i. Cultural Competency welcomes their new supervisor Juan Gonzalez. They are also working with Kern Health Equity Partnership (KHEP), we have been invited to help create a strategic committee with a variety of other county agencies to look at health equity and where we can make changes and improvements.
 - ii. Prevention is collaborating with PIO on the Fentanyl Task Force to advertise to the public about the danger surrounding Fentanyl. Narcan, Fentanyl & Xylazine test strips are available to distribute.
 - iii. MHSA has amended language dropped mid-August; this may possibly include services to those in housing. Deep analysis will continue, 1 more amendment is expected before going to the ballot. MHSA and Executives will plan how to restructure. September is Recovery and Suicide Prevention month; a calendar of events can be found on SharePoint with more information.
 - iv. PIP is in the process of hiring 1 of the 4 psychologist interns from the last cohort and the new psych interns started early August.
 - C. Substance Use Division – Gregory Gonzalez
 - i. SUD Admin will be holding Stakeholder meetings in September located at the Taft, Delano, Frasier Park, and Kern River Valley library branches with the intention of gaining feedback on community needs for those struggling with an opioid use disorder.

- D. Adult System of Care – Joel Monroy
 - i. West Recovery and Wellness Center (WRAWC) is working on opening anger management group classes, there is a new therapist and case manager that have joined the team. There are 2 more groups that will be integrated with the team as well.
- E. Children's System of Care – Vivian Reyes
 - i. The system was awarded the Evidence Based Community define evidence-based practice grant under the proposal for the Parent/Child Interactive Therapy Model.
 - ii. We are in the process of completing the Child Crisis Residential Program Grant with the goal of helping stabilize youth and preventing hospitalizations.
- F. Kern Linkage Division
 - i. There was no one available to report at this time.
- G. Crisis Services Division – Maria Vasquez
 - i. There were no updates to provide at this time.
- H. Medical Services Division – Francisca Quiroz
 - i. Psychiatry is focused on recruitment and retention. Recruitment for 23-24 Academic year for residents and fellows has begun.
 - ii. Early Psychosis Program (EPP) is seeking and accepting referrals, please reach out if interested on having EPP provide a presentation on the program or with any questions. Email: Bbarajas@kernbhhs.org if your team needs to be trained!
 - i. Specialty Services Team (SST) Individual Placement Support (IPS) is expanding to 6 teams; TAY, HAT, ATT, ACT, Early Psychosis, and Prop 49 CCS.
 - ii. Dialectical Behavior Therapy (DBT) is focused on expanding DBT skills on site with teams.
- I. Consumer Family Learning Center – Tammy Cates
 - i. There are 42 groups going right now. 28 of these are in person or mixed. 5 of these are for Spanish speaking clients. These groups are meeting weekly, some allow family members to attend. A calendar can be found on the behavioral health website.
 - ii. There will be a special event for Spanish Speaking clients next month that is currently being organized.
- 7. Mental Health Contract Providers – Current Project and Issues
 - A. College Community Services (CCS)
 - i. Kristen Flannigan – All sites will be hosting an open house; each site will be on a different day.
 - ii. Barbara Paradise – Several sites will be hosting Narcan education and clothing drives. The Forensic services team will be providing services to the community.
 - B. Child Guidance Clinic (CGC)
 - i. Rashawna Schumacher – There were no updates at this time.
 - C. Clinica Sierra Vista (CSV)
 - i. Angela Gonzalez – There were no updates at this time.
 - D. TurnBHRS/Mental Health Systems
 - i. There was no one available to report at this time.
- 8. Substance Use Division Contract Providers – Current Project and Issues
 - A. College Community Services
 - i. Kristin Flannigan – There were no updates at this time.
 - B. Clinica Sierra Vista
 - i. Abigail De La Cerda Orozco – There were no updates at this time.
- 9. Recommendations for Quality Improvement Committee (QIC) – There were no recommendations at this time.
- 10. Adjourn – Next scheduled meeting: **October 23, 2023, at 4:00-5:00 PM**, will be virtual via Teams.

This meeting is MH UR Code 3

UNUSUAL OCCURRENCE REPORT

FY22-23

Karina Leonzo

QID

AGENDA

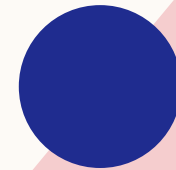
What are UORs

How are they measured

Actions Taken

Outcomes

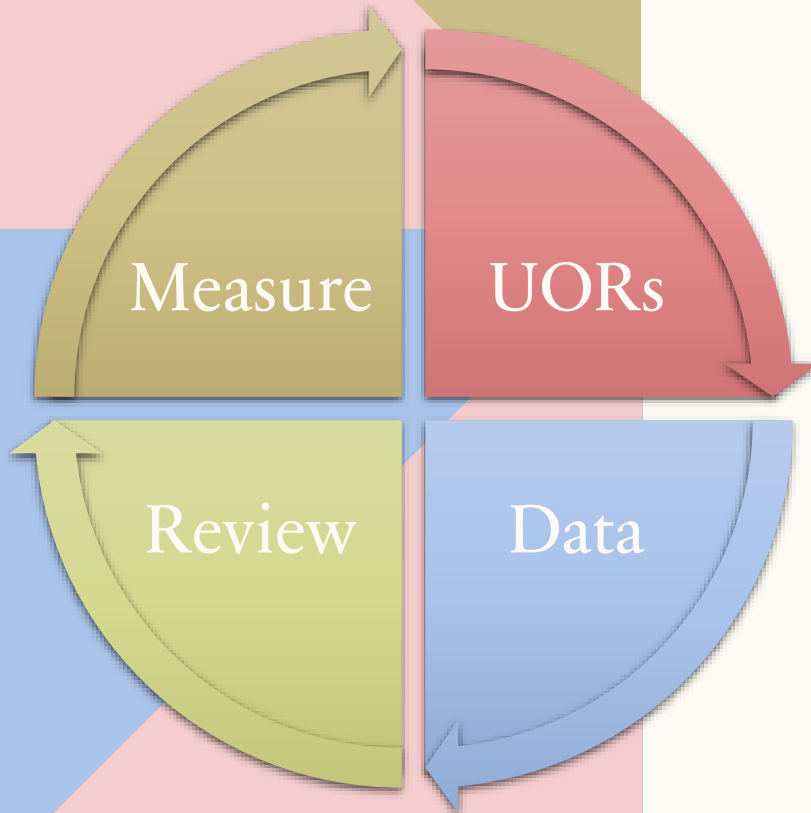
Results of Actions Taken



WHAT IS AN UOR

- A report completed after an egregious event or situation has occurred at a department site or in the field that may have caused, or has the potential to cause, physical or psychological harm to clients who are receiving services from KernBHRS or Contracted Providers.
- Types of UORs:
 - **Death/ suicides/ attempts/ intentional injuries/ suicidal threat & plans.**
 - **Aggression/ Tarasoff/ destructive behaviors/ possession of weapons.**
 - **Injuries/ accidents/ exposures to infections/ medical needs (EMTs called).**
 - **Legal matters (abuse/neglect; unethical/unprofessional behavior); PHI issues.**
- **Other: AWOL, medication errors, Seclusions/Restraints.**

HOW WE MEASURE UORs



- ❑ UORs- submitted through a secure UOR App.
 - ✓ QID staff review the occurrences and actions taken to ensure all reported incidents were addressed appropriately.
- ❑ DATA- Collected systematically and reports are developed on trends and/or areas of concerns to identify improvement for the system or division.
- ❑ REVIEW- Executive Management reviews the reports and recommendations are identified for desired change in trends.
- ❑ MEASURE- Quarterly review of data to assess if interventions implemented have created desired outcomes.
- ❑ Cycle continues 😊

SUD UORs Submitted FY 22-23

Qtr.	KBHRS Teams	Contracted Provider	TOTAL Submitted	Total # Addressed Appropriately	GOAL 95%
1Q	16	12	28	28	100%
2Q	12	11	23	23	100%
3Q	16	15	31	31	100%
4Q	12	14	26	26	100%
ANNUAL	56	52	108	108	MET

Action Taken Based on Trends:

- QID sent recommendation letters to teams, supervisors, and administrator when a protocol, or a policy was not followed or when there was an action step that the team could do to improve an incident.
- QID collaborated with KernBHRS training department and identified appropriate trainings to be assigned to all direct staff of internal and contract providers to help them in learning skills on how to handle incidents related to aggression as these were identified to be the highest type of incidents submitted in the department.
- All UORs submitted due to deaths or suicide attempts were automatically routed to the chair of the M&M committee for a complete investigation/review.
- QID Provided UOR training to all SUD Provider as it was noticed that the number of UOR reports filed is a lot less then our MH providers.

Outcome & Results

- ✓ All SUD KernBHRS and Contracted Providers staff were required to receive training to assist clients presenting with aggressive behaviors.
- ✓ All SUD Supervisors were trained on UOR reporting to ensure all incidents are being reported.

MH UORs Submitted FY 22-23

Qtr.	KernBHRS	Contracted Providers	Total Submitted	Total # Addressed Appropriately	Goal 95%
1Q	182	259	441	441	100%
2Q	170	240	410	410	100%
3Q	170	388	558	558	100%
4Q	151	304	455	455	100%
Total FY	673	1191	1864	1864	MET

Action Taken Based on Trends:

- QID sent recommendation letters to teams, supervisors, and administrators when policies or standards were not followed.
- All UORs submitted due to deaths or suicide attempts were automatically routed to the chair of the M&M committee for a complete investigation/review.
- All UORs submitted due to Confidentiality, PHI potential breaches or unethical conduct by the staff were routed to the corporate and compliance officer for further investigations.
- QID collaborated with KernBHRS training department and identified appropriate trainings to be assigned to all direct staff of internal and contract providers to help them in learning skills on how to handle incidents related to aggression as these were identified to be the highest type of incidents submitted in the department.
- Began monitoring the Timeliness of UOR reporting to improve the completion of reports.

Outcome & Results

- **All MH KernBHRS and Contracted Providers staff were required to receive training to assist clients presenting with aggressive behaviors.**
- **Created a new monitoring report to ensure UORs are entered timely.**

UOR Timeliness

Annual Data FY22-23	Total UORs	Submitted on Time	Submitted LATE	% Submitted on Time	Goal 95%
	1866	879	987	49.5%	Not Met

Action Taken:

- QID sent weekly reminders to supervisors and administrators who had pending reports to remind them to approve their UORs.
- QID reviewed the reports and changed the name of supervisors or administrators when these were entered in error to avoid any delays.
- The UOR App sent emails with a link to the supervisor or administrator who had a pending report after it had been pending for 14 days.
- QID collaborated with administrators and supervisors who had UORs overdue to explore barriers to getting reports approved and assisted in getting them completed.
- Currently working with Executive Management to review the timeliness of UORs and reports as this continues to be a difficult thing to accomplish by providers.

UOR QUESTIONS



Monica Ramos
BH Recovery Specialist
MRamos@kernbhrs.org
661-203-7559



Karina Leonzo-Castillo
Behavioral Health Unit Supervisor II
KLeonzo@kernbhrs.org
(661) 805-2929



Paula Rubio
BH Planning Analyst
PRubio@kernbhrs.org
(661) 529-5772

Documentation Compliance
Help Line:
(661) 868-6740
Option #5 (MH)
Option #6 (SUD)

KERN COUNTY

September

is suicide prevention
and recovery month

BEHAVIORAL HEALTH
& RECOVERY SERVICES



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
988 SUICIDE & CRISIS LIFELINE					Uplighting Ceremony County Administrative Office 8 pm, all month!	
		Community Forum Westchester Training Room 11:30 am - 1:30 pm		Find Your Anchor Kick-off		SALT Walk Riverwalk Park 8:30 am - 12 pm
Kicking It With Mental Health Free Admission to CSUB Men's Soccer Match provided by Kern BHRS		NAMI & CFLC Sharing Hope Together Forum KernBHRS-Westchester 1 pm - 3 pm				
Fiestas Patrias Mercado Latino 12 pm - 6 pm						Walk Like MADD Riverwalk Park 7 am
		Drug Free Youth Summit Bakersfield College 9 am - 2 pm	Apple Core Distribution 531 Knotts St. 2 pm - 5 pm	Multi-County Suicide Prevention Summit Virtual 8:30 am - 4:30 pm		

For more information, contact MHSATeam@KernBHRS.org

@KernBHRS

Calendar of Events: September 2023

UPLIGHTING CEREMONY

ALL MONTH

County Administrative Building

Drive by, snap a picture, and tag @KernBHRS on social media!

COMMUNITY FORUM

Tuesday, September 5th

11:30 AM – 1:30 PM

Westchester Training Room

2001 28th Street, Bakersfield, CA

SALT WALK

Saturday, September 9th

8:30 AM – 12:00 PM

The Park at River Walk

11298 Stockdale Hwy., Bakersfield, CA

KICKING IT WITH MENTAL HEALTH

Sunday, September 10th

It starts at 7:00 PM

CSUB Soccer Field

276 Rowdy Way, Bakersfield, CA

FREE TICKETS & FREE PARKING – LOT I
RESERVE YOUR FREE TICKETS [HERE](#)

NAMI & CFLC - SHARING HOPE TOGETHER FORUM

Tuesday, September 12th

1:00 PM – 3:00 PM

Westchester

2001 28th Street, Bakersfield, CA

HISPANIC NATIONS CELEBRATION

Sunday, September 17th

12:00 PM – 6:00 PM

Mercado Latino

2105 Edison Hwy, Bakersfield, CA

WALK LIKE MADD

Saturday, September 23rd

Starts at 7:00 AM

The Park at River Walk

11298 Stockdale Hwy., Bakersfield, CA

DRUG-FREE YOUTH SUMMIT 2023

Tuesday, September 26th

9:00 AM – 2:00 PM

Bakersfield College – Renegade Events Center

1801 Panorama Drive, Bakersfield, CA

APPLE CORE FOOD & BLANKET DISTRIBUTION

Wednesday, September 27th

2:00 PM – 5:00 PM

531 Knotts Street, Bakersfield, CA

MULTI-COUNTY SUICIDE PREVENTION SUMMIT 2023

Thursday, September 28th

8:30 AM – 4:30 PM

Virtual

Register at [Webinar Registration - Zoom](#)

FOR MORE INFORMATION, CONTACT US AT MHSATEAM@KERNBHRS.ORG



Domingo	Lunes	Martes	Miércoles	Jueves	Viernes	Sábado
	988 LÍNEA DE PREVENCIÓN DEL SUICIDIO Y CRISIS		 CHILD GUIDANCE CLINIC		Ceremonia de iluminación Oficina Administrativa del Condado 8 pm, todo el mes!	
 College Community Services PEOPLE. PASSION. SERVICE.		Foro Comunitario Sala de Entrenamiento de Westchester 11:30 am - 1:30 pm	 FIND YOUR ANCHOR	Lanzamiento de Encuentra Tu Ancla	 SAVE A LIFE TODAY	Caminata de SALT Parque Riverwalk 8:30 am - 12 pm
Diviértete con Salud Mental Entrada gratuita al partido de fútbol masculino de CSUB Evento patrocinado por KernBHRS	 CSUB	NAMI y CFLC Foro de Compartiendo Esperanza Juntos KernBHRS-Westchester 1 pm - 3 pm			 S.A.L.T. SAVE A LIFE TODAY	 madd®
Fiestas Patrias Mercado Latino 12 pm - 6 pm	 MERCADO LATINO	 nami National Alliance on Mental Illness			 CLINICA SIERRA VISTA	Camina Como MADD Parque Riverwalk 7 am
	 APPLE CORE PROJECT	Cumbre de la Juventud Libre de Drogas Bakersfield College 9 am - 2 pm	Distribución de Apple Core 531 Knotts St. 2 pm - 5 pm	Cumbre de Prevención del Suicidio de varios Condados Virtual 8:30 am - 4:30 pm		 KERN COUNTY GROUNDED & BOUNDLESS

Calendario de Eventos: septiembre 2023

CEREMONIA DE ILUMINACION

TODO EL MES

Oficina Administrativa del Condado Kern
¡Pasa, toma una foto y etiqueta a @KernBHRS
en las redes sociales!

FORO COMUNITARIO

Martes, 5 de septiembre
11:30 AM – 1:30 PM
Sala de Entrenamiento Westchester
2001 28th Street, Bakersfield, CA

CAMINATA DE SALT

Sábado, 9 de septiembre
8:30 AM – 12:00 PM
El Parque River Walk
11298 Stockdale Hwy., Bakersfield, CA

DIVIERTETE CON SALUD MENTAL

Domingo, 10 de septiembre
El partido comienza a las 7:00 PM
Campo de Fútbol CSUB
276 Rowdy Way, Bakersfield, CA
ENTRADA Y ESTACIONAMIENTO GRATIS – LOTE

I

RESERVA TUS ENTRADAS GRATIS [AQUI](https://gorunners.com/sb_output.aspx?form=4)
https://gorunners.com/sb_output.aspx?form=4

NAMI & CFLC – FORO DE COMPARTIENDO ESPERANZA JUNTOS

Martes, 12 de septiembre
1:00 PM – 3:00 PM
Westchester
2001 28th Street, Bakersfield, CA

FIESTAS PATRIAS

Domingo, 17 de septiembre
12:00 PM – 6:00 PM
Mercado Latino
2105 Edison Hwy, Bakersfield, CA

CAMINA COMO MADD

Sábado, 23 de septiembre
Comienza a las 7:00 AM
El Parque River Walk
11298 Stockdale Hwy., Bakersfield, CA

CUMBRE DE LA JUVENTUD LIBRE DE DROGAS

Martes, 26 de septiembre
9:00 AM – 2:00 PM
Bakersfield College – Renegade Events Center
1801 Panorama Drive, Bakersfield, CA

DISTRIBUCIÓN DE ALIMENTOS Y MANTAS DE APPLE CORE

Miércoles, 27 de septiembre
2:00 PM – 5:00 PM
531 Knotts Street, Bakersfield, CA

CUMBRE DE PREVENCION DEL SUICIDIO DE VARIOS CONDADOS 2023

Jueves, 28 de septiembre
8:30 AM – 4:30 PM
Virtual
Regístrese aquí [Webinar Registration - Zoom](#)

PARA OBTENER MAS INFORMACION, CONTACTENOS A MHSATEAM@KERNBHRS.ORG

Kern Behavioral Health &
Recovery Services presenta

Foro Comunitario Para Uso De Los Fondos De Opioides



*Queremos saber qué recursos piensa usted que son
necesarios en su comunidad para poder ayudar a aquellos
que luchan contra un trastorno por uso de opioides.*

Agosto 28, 2023 | 4pm - 5pm

Biblioteca del condado de Kern en Taft

27 Cougar Court

Taft, CA 93268

Sala de reuniones comunitarias

**Todos son bienvenidos.
Habrá bebidas y botanas.**

Si no puede asistir, pero gustaría
comentar escanee el código QR!



Kern Behavioral Health &
Recovery Services presents

Opioid Settlement Funds Community Forum



*We want to hear from you about what resources
your community needs for those struggling with
an opioid use disorder and how we can help.*

August 28, 2023 | 4pm - 5pm

Kern County Taft Branch Library

27 Cougar Court

Taft, CA 93268

Community Meeting Room

All are welcome.

Water and snacks will be provided.

Can't attend but still want to provide
feedback? Scan the QR Code!



Kern Behavioral Health &
Recovery Services presenta

Foro Comunitario Para Uso De Los Fondos De Opioides



Queremos saber qué recursos piensa usted que son necesarios en su comunidad para poder ayudar a aquellos que luchan contra un trastorno por uso de opioides.

Agosto 30, 2023 | 4pm - 5pm

Biblioteca del condado de Kern en Delano

**925 10th Avenue
Delano, CA 93215**

Sala de reuniones comunitarias

**Todos son bienvenidos.
Habrá bebidas y botanas.**

Si no puede asistir, pero gustaría
comentar escanee el código QR!



Kern Behavioral Health &
Recovery Services presents

Opioid Settlement Funds Community Forum



*We want to hear from you about what resources
your community needs for those struggling with
an opioid use disorder and how we can help.*

August 30, 2023 | 4pm - 5pm

Delano Branch Library

925 10th Avenue

Delano, CA 93215

Community Meeting Room

All are welcome.

Water and snacks will be provided.

Can't attend but still want to provide
feedback? Scan the QR Code!



Kern Behavioral Health &
Recovery Services presenta

Foro Comunitario Para Uso De Los Fondos De Opioides



Queremos saber qué recursos piensa usted que son necesarios en su comunidad para poder ayudar a aquellos que luchan contra un trastorno por uso de opioides.

Agosto 31, 2023 | 4pm - 5pm

Biblioteca del condado de Kern en Frazier Park

3732 Park Drive

Frazier Park, CA 93225

Sala de reuniones comunitarias

Todos son bienvenidos.

Habr  bebidas y botanas.

Si no puede asistir, pero gustar a
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an opioid use disorder and how we can help.*

August 31, 2023 | 4pm - 5pm

Frazier Park Branch Library

3732 Park Drive

Frazier Park, CA 93225

Community Meeting Room

All are welcome.

Water and snacks will be provided.

Can't attend but still want to provide
feedback? Scan the QR Code!



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Recovery Services presenta

Foro Comunitario Para Uso De Los Fondos De Opioides



Queremos saber qué recursos piensa usted que son necesarios en su comunidad para poder ayudar a aquellos que luchan contra un trastorno por uso de opioides.

Septiembre 7, 2023 | 1pm - 2pm

**Biblioteca del Kern River Valley
7054 Lake Isabella Blvd
Lake Isabella, CA 93240
Sala de reuniones comunitarias**

**Todos son bienvenidos.
Habrá bebidas y botanas.**

Si no puede asistir, pero gustaría
comentar escanee el código QR!



Kern Behavioral Health &
Recovery Services presents

Opioid Settlement Funds Community Forum



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an opioid use disorder and how we can help.*

September 7, 2023 | 1pm - 2pm

Kern River Valley Branch Library

7054 Lake Isabella Blvd

Lake Isabella, CA 93240

Community Meeting Room

All are welcome.

Water and snacks will be provided.

Can't attend but still want to provide
feedback? Scan the QR Code!





**Friday, September 1, 2023
10 a.m. - 2 p.m.**

**South Central Behavioral Health Campus
3105 Wilson Rd.
Bakersfield, CA 93304**

Come join us to fundraise for S.A.L.T.

**The best-baked goods, delicious hot dogs, nachos, esquite,
pin pong game, raffle baskets, and prizes!!**

September is Suicide Prevention Awareness Month!

Help Clinica Sierra Vista raise awareness on this often-stigmatized topic. We aim to shift public perception to spread hope and vital information to people affected by suicide. Our goal is to ensure that individuals, friends, and families have access to the resources they need to discuss suicide prevention and to seek help. 100 percent of proceeds directly support the *Save A Life Today* organization, the only nonprofit organization whose goal is to reduce suicide rates in Kern County and assist those bereaved by suicide.