

# Behavioral Health Board Meeting Minutes

Date: 10.16.2008  
 Start Time: 3:03  
 Adjournment: 4:35  
 Location: ASD Conference Room

**Present:**

**Board Members:** Salvador Ventura, Tom LeBlanc, Supervisor  
 Kim Yamaguchi, Patricia Johnson, Carol  
 Childers, David Warren-Baker, Nancy  
 Bryant, , Dave Panchesson, Dr. Michael  
 Shuell, David Clark

**Staff:** Lisa Cox, Janine Cuellar, Christelle Burnett, Susan  
 Spann, Diane Davis, Geoff Davis

**Visitors:** Mike Little, Brad Montgomery, Patricia Krause,  
 Bill Kehoe, Carrie Rauch

**Absent:**

**Board Members:** Barbara Foy

| Agenda Item/Issue:                        | Discussion Summary:   | Result/Action/Next Steps- Person Assigned/Due Date                 |
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| 1) Call to Order                          | <ul style="list-style-type: none"> <li>• Quorum present.</li> </ul>   | Called to order at 3:03  |
| 2) Approval of Minutes                    | <ul style="list-style-type: none"> <li>• Approval of 09.18.2008 Minutes</li> </ul>  | Minutes were approved as written, will be posted on Dept. website. |
| 3) Announcements- Chair and Board members | <ul style="list-style-type: none"> <li>• Salvador Ventura reminded the Board that individuals who contract with the Department are ineligible for Board membership.</li> </ul>  |  |
| 4) NAMI Report - Patricia Johnson         | <ul style="list-style-type: none"> <li>• The Torres Shelter did not get funding and will be closing.</li> <li>• Mike Little was voted in as interim president of NAMI in August.</li> <li>• Discussion of NAMI convention.</li> <li>• There will be an October 16 meeting.</li> </ul> |  |

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|  | <ul style="list-style-type: none"> <li>• NAMI has some executive positions open and is in need of a Board of Directors to run NAMI.</li> <li>• Discussion about having offices with employees as a functioning non-profit organization.</li> <li>• Mike Little wants input into what direction NAMI should be heading.</li> <li>• Discussion of Patient's Rights with Carol Childers.</li> <li>• Discussion and concern about the loss of Pam Anderson and her position as a patient's rights advocate and support for her position.</li> <li>• Patricia's report was followed by some discussion, initiated by Carol Childers, regarding Pam Anderson's position.</li> <li>• Julie Nelson is now the Patient's Rights advocated, supervised by Janine Cuellar.</li> <li>• Patricia Krause will be meeting with Edward Walker on Monday, October 20, at 1:00, to discuss Pamela's situation.</li> </ul> |  |
| <p>5) Retreat/Special Projects</p> <p>I.C.E. (Improving Customer Experience)</p> | <ul style="list-style-type: none"> <li>• Salvador Ventura talked about the ongoing efforts of the I.C.E. committee to increase the level of consumer satisfaction.</li> <li>• Salvador introduced Diane Davis, Mental Health Clinician, whose job focus is quality improvement (QI).</li> <li>• Diane Davis has worked for the Department for over 12 years, beginning her career as a case manager.</li> <li>• Diane passed out the latest customer survey, and explained how it has been revised a number of times to simple and user-friendly.</li> <li>• Twenty-two surveys have been answered so far.</li> <li>• Diane expressed her surprise at the positive nature of the feedback received so far. She noted that the</li> </ul>  |  |

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| <p>NAMI Walk-<br/>Dr. Michael Shuell</p> | <p>surveys are for consumers who are meeting for regular appointments, not those who are having an initial screening for services.</p> <ul style="list-style-type: none"> <li>• Consumers are impressed when support staff greet them by name, which helps set the tone for a positive experience.</li> <li>• Most of the negative feedback appears to be in regards to treatment received by outside agencies, such as being laughed at by law enforcement during the 5150 process.</li> <li>• The smoked window at the Oroville Out-Patient facility has received 50/50 feedback.</li> <li>• The next steps for gathering more information will involve Julie Nelson working with consumers.</li> <li>• Julie will train consumers on the customer satisfaction survey, and further revisions based on consumer feedback is always possible and welcomed.</li> <li>• Salvador Ventura pointed out to the Board that this effort is a direct result of the retreat the Board held earlier this year.</li> <li>• Salvador commended Diane Davis' efforts in getting this goal achieved.</li> <li>• Dr. Shuell asked about the reasoning behind the postponement of the NAMI Walk.</li> <li>• Mike Little, interim NAMI President, shared that this will be the first NAMI Walk in Butte County, and it is better to allow more time for planning to help insure it success.</li> </ul> |  |
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| <p>CIT Update<br/>-Dave Panchesson</p> <p>Board Member<br/>Mentoring<br/>-Tom LeBlanc<br/>“Coach”</p> | <ul style="list-style-type: none"> <li>• Numerous staff will be attending the CIT National Convention this coming November.</li> <li>• The next Task Force meeting will be on Monday, October 20.</li> <li>• Tom has gotten together with David Warren-Baker, and will be coordinating with other new Board members.</li> <li>• Tom suggested meeting with those members at a coffee house on a weekday afternoon.</li> </ul>   |  |
| <p>6. Iversen Center<br/>(Formerly Drop-In<br/>Center<br/>Presentation)</p>                           | <ul style="list-style-type: none"> <li>• A slide show presentation was given to document the August 4-7 camping trip that took place at Cherry Hill.</li> <li>• The purpose of the excursion was to promote socialization as well as to develop consumer planning skills.</li> <li>• Testimonials by consumers showed how important such events are in helping to consumers to “get out of their shell.”</li> <li>• Camaraderie was developed, positive childhood memories evoked, and new memories created that will last a lifetime.</li> <li>• Gratitude was repeatedly expressed in the testimonials.</li> <li>• One consumer considered being out in nature a natural equalizer that erased the stigma of mental illness from the participant’s consciousness.</li> <li>• General discussion followed the presentation. Patricia Krause expressed her support for such outings.</li> <li>• Salvador Ventura, who was instrumental in the funding aspect of this camping event, suggested that the Board do fund-raising for future such events.</li> <li>• Janine Cuellar, who attended the outing, shared that it was a “leap of</li> </ul> |  |

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| <p>7. MHSA BHB<br/>Advisory<br/>Committee-Carol<br/>Childers and Tom<br/>LeBlanc</p> | <p>faith” to go. Consumer anxiety was present, but so was a lot of consumer-lead planning, which lead to the events success.</p> <ul style="list-style-type: none"> <li>• Dr. Shuell noted that the camping trip should not be seen as a vacation, but as treatment for many of the reasons already cited by its participants.</li> </ul><br><ul style="list-style-type: none"> <li>• The first committee meeting will be on Wednesday, October 22.</li> <li>• Carol Childers said that the focus will be on avenues of innovation, and the integration of wellness and recovery principles into the community.</li> <li>• More will be reported at the November meeting.</li> </ul> |  |
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| <p>8) Director's Report<br/>-Lisa Cox, Assistant Director for Edward Walker, Interim Director</p> | <ul style="list-style-type: none"> <li>• Lisa Cox referred to the hand out (available upon request from Geoff Davis) and asked if the Board had any questions regarding Edward's report.</li> <li>• Lisa added that since the report was prepared, that requests for proposals (RFPs) have been issued for a Residential Living Center.</li> <li>• The Residential Living Center would provide for local services of Butte County consumers who otherwise have to be taken out of the area for residential treatment.</li> <li>• Carol Childers asked about the down-sizing of facilities. Lisa explained the cost-cutting efforts, and went into detail about how the current Wellness and Recovery office will be closed, with its staff relocating in other currently leased Department offices.</li> <li>• For example, Elizabeth Gowan and Trishalana Ott will move to the current Department Executive Offices, and the Iversen Center (named after former Assistant Director, Adult Services, Ginger Iversen), will be re-located, possibly to where the SEARCH team is currently located, though it was noted that the Department is working with the County General Services Department on an alternate site that might better meet the Iversen Center's needs.</li> <li>• Salvador Ventura requested that the Board be able to tour the facilities once everything is in place.</li> <li>• Christelle Burnett of the Wellness and Recovery office, asked Lisa if the Iversen Center location was affected by the consumer-written letter sent to Edward Walker. Lisa replied that the letter has had a definite impact on the Department's planning efforts.</li> </ul> |  |
| <p>9) Ongoing</p>   |   |  |

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| <p>Business</p> <p>-Membership<br/>Renewal Letters</p>       | <ul style="list-style-type: none"> <li>• Salvador Ventura is in receipt of written confirmation from Tom LeBlanc and Carol Childers of their interest in serving a second term on the Board.</li> <li>• Patricia Johnson will submit her interest in writing within a few days.</li> </ul>   | <p>Geoff Davis will do a Board of Supervisors agenda transmittal item request form for the Board of Supervisor's approval of a second membership term for Tom, Carol, and Patricia.</p> |
| <p>-Membership<br/>Committee Update<br/>-Dave Panchesson</p> | <ul style="list-style-type: none"> <li>• Janet Taylor, who was a candidate for membership, had to decline the opportunity to be considered at this time due to personal reasons.</li> <li>• Bill Kehoe, who had served as Chair of the Board several years ago, was interviewed.</li> <li>• Dave introduced Bill to the Board, and spoke about Bill's personal commitment to the improvement of mental health services.</li> <li>• Tom LeBlanc added that Bill has a strong passion for consumer rights and would be a positive addition to the Board.</li> <li>• The Board was asked to vote on his membership.</li> <li>• Upon his approval by the Behavioral Health Board, Bill Kehoe shared his belief that advocacy is key to insuring a higher level of consumer care, citing his own personal experience.</li> <li>• Bill also spoke highly of the value of NAMI's Family to Family program.</li> </ul> | <p>The Board voted unanimously to approve Bill for membership in a community member position.</p> <p>Geoff Davis will submit Bill's application for the Board of</p>                    |

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| <p>-Nominations for 2009 Chair and co-Chair</p> | <ul style="list-style-type: none"> <li>• The law enforcement position will need to be filled as Dave Panchesson's term will be over at the end of this year.</li> <li>• Dave Panchesson asked for Supervisor Kim Yamaguchi's assistance in finding a law enforcement officer who would voluntarily accept this position.</li> <li>• Dave explained that an officer who voluntarily accepted this duty would be of great value to the Board.</li> <li>• Dave will still be participating in the C.I.T. effort.</li> <br/> <li>• Geoff Davis announced that nominations will be accepted for Chair and co-Chair from now until the November meeting in accordance with the by-laws.</li> <li>• Dr. Michael Shuell nominated Salvador Ventura for Chair.</li> <li>• Dave Panchesson nominated Tom LeBlanc for co-Chair.</li> </ul> | <p>Supervisors' review.</p> <p>Supervisor Yamaguchi will assist in the search of a new law enforcement representative.</p><br><p>Geoff Davis will accept nominations until the November meeting. The Chair and co-Chair will be elected at that November meeting.</p> |
| <p>10) Public Comments</p>                      | <ul style="list-style-type: none"> <li>• Patricia Krause asked about the possibility of moving the Prevention Unit, possibly to a downtown Chico location. This would allow for more space for in the current building for consumer-serving facilities.</li> <li>• Nancy Bryant will need to know when</li> </ul>   |   |

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|                 | <p>the exact address of the Iversen Center is determined for consumer referral purposes.</p> <ul style="list-style-type: none"> <li>• Tom Leblanc talked about how the Board meetings have become “real and meaningful” since Edward Walker became the Interim Director.</li> <li>• Dave Panchesson agreed with Tom, saying that it feels good to have meetings like the one today.</li> <li>• After some discussion, it was decided that the Board would meet on Thursday, November 13.</li> </ul> | <p>The Board will meet on Thursday, November 13, at 3:00 at 109 Parmac Rd., Ste. 1, Chico.</p> |
| 11) Adjournment | <ul style="list-style-type: none"> <li>• Meeting Adjourned at 4:35.</li> </ul>  |  |

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