



**Riverside University Health System-Behavioral Health
Adult System of Care Committee Meeting**

MINUTES

Rustin Conference Center: 2085 Rustin Ave. Riverside, CA 92507
& Hybrid

Attendance on January 30, 2025

PRESENT

Brenda Scott
Jacqueline Markussen
Elizabeth Lagunas
Eve Markovich
Beatriz Reyes
Columba Campos
Belen Abbott
James Lucero
Carina Gustafsson
Many C
Tiffany Citizen
Joelene Stivers
Jose Angel O.
Stephen Damroth
Faith Boyd
Shante Medearis
Claudia Onken
Ramon Lampley
Donna Sliva
Natacha Sanchez
Art Hernandez
Patti Martinez
Desiree Stevens
Raven Medina
Annette Arias
Violeta Mercado
Yvonne Gleason
Martin Alba
Shirley Guzman
Alexis Lee
Huriya T
Don Kendrick
Alicia Hernandez
Joel Hernandez

AREA OF REPRESENTATION

NAMI Mt San Jacinto / Board Member
RUHS- Mid-County Adult BH Administration
RUHS- Mid-County Adult BH / Pathways
RUHS- Hemet Adult BH Clinic
RUHS- Hemet Adult BH Clinic
Familia Clinica Hemet
Hemet Adult client
JWC Ambassador
RUHS BH Courts
JWC
JWC
JWC
JWC
JWC
RUHS- Rustin
RUHS- Rustin
Public
Public
RUHS- Mid-County Adult BH Peers
RUHS- Hemet Adult BH Clinic
RUHS- Hemet Adult BH Clinic
Public
Public
Public
Public
RUHS- BH Temecula/Hemet
Public
Public
Public
Public
JWC Provider
JWC Provider
RUHS- BH CSSOC
RUHS- BH Pathways
Inland Care Giver Resource Center

WELCOMING REMARKS

Brenda Scott called the Adult System of Care Committee (ASOC) meeting to order.

INTRODUCTIONS

All in attendance introduced themselves.

ANNOUNCEMENTS

Brenda announced that NAMI will have a Peer-to-Peer Recovery class (8-week on-line course) starting next month (both in English and Spanish).

Also beginning next month, there will be an in-person Family-to-Family class at the Hemet Adult Clinic for four weeks/two times a week. Smarts for Advocacy (Zoom/on-line) trainings – teaches participants on how to tell your stories to legislators in a nice, succinct way. Discussed a group that was held the previous day talking with the LGBTQ community and things going on with their community (Flyers will be emailed/forwarded to Elizabeth for distribution.)

A group participant announced that she is affiliated with a non-profit organization by the name of Mental State Foundation, located in Riverside, and they are seeking donations of art supplies for artists who have a diagnosis. To donate supplies you can go to their website [Mental State Foundation.org](http://MentalStateFoundation.org).

MINUTES

November 21, 2024 Minutes reviewed & accepted after James Lucero requested a change at the top of the fourth page where a statement was made “member shared that he believed he volunteered to be a diplomat” and would like it changed to “volunteered to be an ambassador.”

AGENCY UPDATES/ PRESENTATION:

Shirley Guzman (Cultural Community Liaison) gave a presentation on disparity in the Hispanic/Latino population within Riverside County and how they face more socio-economic challenges than other populations. She talked about her role in working with the Hispanic Community within Riverside County from Blythe to Corona. She started off with some statistics that stated one in two adults & one in two children are Latino, which makes up 52% of the population. Between 2010 and 2022, the Hispanic population grew by 6.4% in Riverside County, while White/Non-White populations decreased by 8.4%. The Latino community differ in their access to quality childcare, education, affordable housing, transportation options, healthy food options and healthcare. Shirley explained the different geographical areas within Riverside County and how the Latinos face more socio-economic barriers than non-Latinos/Whites. She explained that in housing, there is a history of discriminatory housing policies and inequitable distribution of resources and services that contribute towards this gap, and the downward mobility and poor mental and physical health of Latinos. 31.49% of housing is renter occupied, and of which are spending more than 30% of household income on housing costs. 55.23% are Latino rental households. Shirley then discussed severely cost burdened housing within Riverside County and gave a statistic of 18.22% of people are severely cost burdened and pay more than 50% of their annual income on housing, which leaves less expendable income for healthy foods, transportation, preventative health care, child care, tutoring, higher education, opportunities to participate in extracurricular activities, professional development, invest in small businesses, etc. She discussed that to afford the price of an average two-bedroom home in Riverside County, a person would have to work 73.92 hours per week on average. She talked about how housing impacts our health and how Black & Latino citizens face more considerable obstacles and socio-economic opportunities than White residents. Housing has long been recognized as a critical, structural determinant of health. It can significantly shape our health outcomes. Lack of affordable housing has substantial implications for many Latinos and can substantially impact their quality of life. The average White family experienced an 11% reduction in wealth during 2007's financial crisis. However, the average Black family lost 31% of it's wealth, and the average Latino family lost 44.7% of their wealth. Latinos are at a disadvantage when it comes to decisional factors affecting their health. They are more likely than any other racial or ethnic groups in America, to lack health insurance. They have more than twice the poverty rate of non-Hispanic Whites. Language barriers can interfere with obtaining health care and lead to most of the population being uninsured; strengthening anxiety about immigration status can also prevent Latinos from receiving proper medical treatment, even if the patient is a US citizen. As it relates to schools/education, Latinos in underserved communities lack access to quality education and are robbed of their crucial foundation required to avoid poverty, unemployment and other socio-economic barriers throughout their lifespan. In Riverside County, 60.88% of people aged 25 & older do not have a high school diploma. Shirley talked about free/reduced priced lunches in Riverside County. 70.5% of public-school students are eligible for free or reduced priced lunches. This benefits the schools and opens them up for additional funding to put programs in place to help those students overcome their obstacles. The average transportation costs for an average household within Riverside County are spending 24% of their annual

income on transportation costs. In some areas, some are spending 29%. This would then cut into what families are spending on groceries, medications, health and professional development. Shirley discussed food deserts, which is an area that has limited access to food that is plentiful, affordable and nutritious. She also discussed how a history of multi-level racism, discrimination, and segregation contributes to an inequitable distribution of resources and services, such as affordable housing, healthcare, childcare, mental and physical health amongst Latinos. Access to mental health professionals was also discussed and the disparity in the number of Latino therapists is significant within the population. There continues to be a stigma within the Hispanic community as it relates to mental health and receiving services.

Shiley concluded with talking about how to reduce disparities within the Latino population by increasing access to healthcare with culturally competent providers (someone who understands or looks like them), adjusting language barriers, advocate for more affordable housing, empowering them to advocate for their own mental/physical health and their immigration status, design health education programs that are culturally sensitive and relative to their Latino experience, and improve access to preventative care.

Department Updates:

Western Region - Alea Jackson was unable to attend today's meeting, so unfortunately there are no updates for the Western Region.

Mid-County Adult Behavioral Health Clinics - Jacqueline Markussen provided the following update:

Hemet Adult BH Clinic has a caseload of 1447 and 201 FSP consumers. They have one family advocate, one peer support, and one BHS III vacancy.

December 19th clinic held the Longest Night event from 5-8pm. They served 99 homeless individuals with a hot meal along with hygiene and sleeping bags, jackets, power banks and tarps. Kristian Ticas from the City of Hemet stopped by and Emmanuel from Supervisor Guitierrez's office also stopped by and said a few words.

Lake Elsinore Adult BH Clinic has a caseload of 500 and 50 FSP consumers. Current vacancies: two CT's, two OA II's, a BHS II, and one Family Advocate.

Hosted a Holiday Celebration for their members on December 18th and had 29 members participate. They provided food, games and gifts that were donated by the community.

Temecula Adult BH Clinic has a caseload of 482 and 31 FSP consumers. Two psychiatrists have been added to the team: Dr Osuna started in November, four days a week, Monday thru Thursday; and Dr Valerie Pooudomsak as of mid-December, two days a week, Mondays and Wednesdays. They have one CT vacancy.

Perris Adult BH Clinic has a caseload of 1011 and 108 FSP consumers. Current vacancies one family advocate and one OA II. They started a new group called "Modern Living" which covers social media, internet security, dating, relationships, communication, finances, physical and mental health.

Desert Region – Rachael Gileno was unable to attend, but Jacqueline Markussen provided their updates:

Blythe Integrated Clinic has a caseload of 315 non-FSP and 14 FSP consumers. Blythe clinic continues to have several CT positions open. CTs from other desert region's clinics travel to Blythe weekly to provide in person services.

Blythe clinic is currently utilizing WPHS (Whole Person Health Score) to adult BH consumers as well as SAPT consumers. Strengthening Blythe Community RIEs are ongoing to ensure service delivery and resource availability in the Blythe community.

Indio Adult Clinic has a caseload of 1625 non-FSP and 146 FSP consumers. Indio clinic is currently recruiting for a CT III, one CT I/II, and on family advocate. All other positions are filled. Karina Alcala, LCSW assumed the role of BHSS in December.

Indio continues to work to increase identification of members for their FSP program which includes opening all ITF and PHF discharges to FSP.

Banning Adult Clinic has a caseload of 798 non-FSP and 45 FSP consumers. The Banning clinic has recently onboarded a new CT, BHS II, and PSS. They are recruiting for one BHS III position, which once it is filled, the clinic will be fully staffed.

The Banning clinic is currently utilizing WPHS (Whole Person Health Score) with adult consumers.

Windy Springs has 181 FSP consumers. Windy Springs is recruiting for one CT I/II position. The CT III position was filled last week. Jaclyn Cairns, LPCC will assume this role. Jaclyn began her work with the department in 2018 as a GIFT student.

Events: May 1 - MiMHM event for the desert region - location TBD & May 13th - 20th Annual Desert Region Art Show. Location TBD.

Mature Adults – Tony Ortego did not attend today's meeting, so unfortunately there are no updates for Mature Adults.

Crisis – Don Kendrick apologized that he did not have any staffing updates for the Western (Riverside) or Desert Regions.

Mid-County is one position from being fully staffed. They recently hired a CT (Julio Perez), a BHSII (Gabby) and a Peer Support (Leticia) for the Menifee location; hired a CT (Jesse Trujillo) for the Lake Elsinore location; hired a BHSII (Natalie Munoz) and are currently onboarding a staff member (Yuriya) for the Hemet location. There is one Peer Support position open, and we do have a list of recruiters that we will start interviewing next week. Noteworthy – out of the six new staff mentioned here, five are bilingual.

Mobile Crisis breakdown figures: the call volume during the month of December 2024 was as follows: Western Region – Dispatched 598 calls; Desert Region – Dispatched 584 calls; Mid-County Region – Dispatched 762 calls. (951) 686-HELP is the number that is linked to the dispatch center. These figures are representative of the fact that the resources are out there, and that people are utilizing the services. The CRISIS team works closely with all our stakeholders (such as schools, police departments, libraries and even the local supermarkets). We will be reaching more of the population as one of our Mid-County teams just shot a tv commercial on CRISIS services, which will be aired on the Spectrum Network.

A group participant asked the question, why would I call the (951) 686-HELP number vs. 988? Don explained that the (951) 686-HELP number is for the community and filters resource questions from the public, whereas the 988 number goes directly to our dispatch and is utilized significantly by RUHS, schools, police departments, etc. They are both viable phone number options in a crisis.

CARE Court - Carina Gustafsson provided an update for CARE Court. Care Court stands for Community Assistance Recovery and Empowerment ACT. It is a civil court (not criminal) for members 18yrs+, with a schizophrenia spectrum or other psychotic disorder. Members must be experiencing a current, serious mental health illness and not currently clinically stable and not participating in ongoing mental health treatment/programs. Also, they are unlikely to survive safely in the community without the program services. The programs have teams in Riverside and Indio but service all Riverside County. To receive services through the CARE Court, a petition needs to be filed with the Court, there is no fee to file, and the Court can walk you through how to fill out the petition. You can also call the CARES line and give them the information, and they will send a referral to CARE Court.

There are currently 126 individuals with a petition and approximately 40 individuals with an active agreement. The program has had two successful graduations so far. The teams consist of Peers, BHS's, BHS III's, Clinical Therapists, and Family Advocates. Staff provide a lot of handholding support such as rides to court hearings, medical appointments, provide linkage to medical, social security, housing, etc. Members can be in the program 1-2 years. Family Advocates provide family support throughout the process. Once a member is located, staff engage with them, a CARE treatment plan agreement is initiated together with all parties involved and will encompass what they need and what they are willing to take. The member is linked to a local mental health clinic (which is court-ordered) and timeliness is critical in ensuring the member is linked to services right away. CARE Court staff will transport to their appointments is necessary, which does include monthly Court appearances with the judge. If a member needs housing, CARE Court staff will link them to services if they need that and will help them every step of the way, i.e. filling out applications, etc.

A few success stories were shared with the group at the conclusion of Carina's update.

GOALS/ WORKGROUPS/SUBCOMMITTEES

- **Increasing Membership ideas:** Brenda commented that today's meeting was pretty sizeable and asked what can we do to keep this up? She asked that the committee continue to invite members and send reminders to the supervisor to encourage staff to invite members to attend meetings. How can we make it a place where you can learn things, have a place where you can air things out and to be thinking about anything you would like a presentation on or something you would like to know more about. Just be thinking about these things.
- **Review of the Mission Statement:** Brenda reviewed the current mission statement with the committee. Mission statement: To promote, support, and advocate for high quality and culturally appropriate services for individuals who experience behavioral health challenges and their families residing in Riverside County.
- **Work to create a Vision Statement:** Brenda asked that anyone with sample vision statements/ideas be sent to Elizabeth Lagunas.

Old Business:

None

LIST OF POSSIBLE PRESENTERS FOR THE ASOC MEETING:

Members would like to hear more on CRISIS services; more on CARE Court services; and, resources/services HHOPE offers.

PUBLIC COMMENTS/CONCERNS:

Online group participant (Alma at the Lake Elsinore Clinic) thanked the Committee for holding virtual sessions, as this really helps when the meeting is held in Riverside. A few participants at their location wondered if they would have access to the interpreting devices to make it available to more family members that are attending. Liz commented that she believed there to be a feature/button, while in Teams, that can be pressed and that will translate the content to Spanish. Otherwise, unfortunately, these devices are brought with the Interpreters who participate in the physical meetings. Alma also asked whether the public participants could receive materials through email or would staff continue to distribute/share information accordingly? It was determined that if email addresses were provided to the Executive Assistant, those participants could receive that information via email. Otherwise, it would be up to staff to share the materials with consumers.

A member of the group shared a concern related to his power being turned off for over a week and having to be placed into emergency housing (hotel) due to this issue. He had heard that this was a reoccurring issue with HHOPE's processing of utilities and wondered about people's thoughts on the issue. After it was determined that no one from the HHOPE program was present at today's meeting, Jacqueline Markussen offered to send an email to the supervisor at the HHOPE program and share their concerns regarding this issue.

A member shared that she was recently approved for a housing voucher and later today, she will be signing her lease for an apartment. She asked the group for any resources/programs that can assist her in furnishing her new apartment. She had tried Salvation Army and Catholic Charities but was hoping for other suggestions. Don Kendrick shared a website, known as Aunt Bertha (aka findhelp.org), which has a variety of different resources pertaining to food, clothing, furniture, etc.

A member expressed her gratitude for how RUHS works with consumers. She has been in and out of mental institutions since she was 13 (and is currently 40) and expressed her appreciation for how RUHS has made things better for children who are receiving services now than it was when she was a teenager.

Brenda shared that Maria Moreno (online participant) conveyed that Marcus Cannon announced today in the internal Cal Aims meeting that there is funding available to spend on housing support for homeless in the San Jacinto area. The only requirement is that the individual needs to have stayed in the San Jacinto Riverbed area to qualify for the housing support. They do not have to have a mental health or substance abuse diagnosis; individuals just need to reach out to HHOPE. Any homeless individual can show up at any mental health clinic in the area and request funding as long as they have been living in the riverbed (Hemet geographical area) and can answer specific questions that HHOPE will ask to determine an individual's qualifications.

NEXT MEETING

The next meeting on Adult System of Care Committee will be February 27, 2025, at Perris Adult BH Clinic: 450 E. San Jacinto Ave Suite 1, Perris CA 92571.

ADJOURNMENT

There being no further business, the meeting adjourned at approximately 1:50 p.m.

<p align="center">Adult System of Care Committee Meeting 2025 Calendar</p>											
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