



SAN FRANCISCO MENTAL HEALTH BOARD

Mayor Edwin Lee

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EXECUTIVE COMMITTEE MINUTES

Tuesday, May 24, 2016
1380 Howard Street
Room 226
10:00 AM

BOARD MEMBERS PRESENT: Ulash Thakore-Dunlap, Vice Chair, David Elliott Lewis, PhD, Secretary, Idell Wilson, Harriette Stevens, EdD, Toni Parks

MEMBERS ABSENT: none

MEMBERS ON LEAVE: Kara Chien, JD, Chair; Eugene Porfido, Committee Chair, Wendy James, Committee Co-Chair

OTHERS PRESENT: Helynna Brooke, Executive Director

The meeting was called to order at 10:12.

1.0 REVIEW OF EXECUTIVE COMMITTEE MINUTES

For discussion and action

1.1 Public comment

No public comment

1.2 **PROPOSED RESOLUTION:** Be it resolved that the minutes of the Executive Committee meeting of April 26, 2016.

Approved unanimously

2.0 NEXT MENTAL HEALTH BOARD MEETING AND ACTION ITEMS

For discussion and action

2.1 Issues regarding the content of the agenda

The committee reviewed the letter to send to the Board of Supervisors and Health Commission urging funding for a 24 hour Mobile Crisis team for adults, and reviewed the proposed resolution urging the same.

2.2 Board Planning for future MHB meetings

It was suggested that the July meeting focus on the Street Outreach Team from the Bayview Hunters Point area present. They are available.

2.3 Public comment

No comments

2.4 PROPOSED RESOLUTION: That the Executive Committee adopt the agenda for the Mental Health Board meeting on June 15, 2016, as discussed.

Unanimously approved.

3.0 PRESENTATION BY LUCY ARELLANO, GRIEVANCE DIRECTOR

3.1 Overview of Behavioral Health Services Grievance Policies and Procedures

Lucy Arellano is the Grievance Officer for Behavioral Health Services (BHS). A grievance is defined as any expression of dissatisfaction with BHS services. They do not handle peer to peer complaints or staff to staff issues. If there is potential fraud the complaint goes to the Compliance Department. The most frequent complaints are staff behaviors, people feeling they are not treated fairly or don't like the way they are talked to. Sometimes clients fear complaining to staff for fear of lost services.

People can send a written complaint or call on the phone if they can't write. Ms. Arellano sends a letter saying that the complaint has been received. The program being complained about does not get a copy of the original complaint, just the nature of the complaint. All programs must respond within 15 days.

Lately the most frequent issues are medication complaints. Doctors need to be more careful about monitoring medications.

Ms. Arellano will send a letter to the client within 60 days with the outcome. They can call 415-255-3632 and leave a message to ask about the status of a complaint. If a client disagrees with the decision they can file for a secondary review and after that, a Grievance Appeal, although only mental health clients can access the appeal process. Substance abuse clients can't, although this could change with the new ruling that substance abuse is now covered by MediCal.

3.2 Public comment

None

4.0 BUSINESS

For discussion and possible action.

4.1 Chair's report.

Ms. Thakore-Dunlap reminded members about the need to submit their letters for the Annual Report. The committee created the Grievance Committee and Idell Wilson and Toni Parks were appointed Co-Chairs. They will look into the grievance process in more depth and potentially plan a public hearing to see if the current process is working for clients of the system.

4.2 Additional business regarding the duties, mandates, and operations of the Board.

4.2. a New business for future Executive Committee meetings

4.2. b Discussion of developing issues for the MHB

4.3. c Other MHB business

4.4. Public comment

None

ADJOURNMENT: 11:35

May 24, 2016

Executive Committee Minutes