

**Metropolitan Human Services District   
Board of Directors Meeting  
Friday, August 24, 2022|9 AM**

**3100 General DeGaulle Drive, New Orleans, LA 70114**

*MHSD fulfills its statutory role as the planning body for the behavioral health, addiction and intellectual/developmental disability services for the residents of Orleans, Plaquemines and St. Bernard Parishes by ensuring that eligible residents in these parishes have access to person centered and recovery focused supports designed to optimize their role in the community.*

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| Minutes |

# Call to Order

## Meeting was called to order 9:07 PM by Chair Gary Mendoza and it was determined that a Quorum was present.

# Attendance

## A quorum was present consisting of Gary Mendoza, Michael Pechon, Mike Miller, Leslie Prest, Charlotte Parent, Dr. Brian L. Turner and.

## Absent from the meeting were, Dr. Cathy Lazarus, Dr. Sarintha Stricklin, Tenisha T. Stevens, B. Gerard Woodrich and Stanley Simeon,

## Other individuals in attendance were Rochelle Head-Dunham, MD, DFAPA, FASAM, MHSD Executive Director/Medical Director; Traci Brown, MHSD CFO; Steven Farber, MHSD Deputy Director; Karen Canales, Executive Staff Officer to MHSD Executive Director/Medical Director and Julie Olsen, Plaquemines Community CARE Centers Foundation, Inc.

# Approval of the Minutes for the April 20, 2022 meeting

## Minutes were reviewed and approved by motion of Mr. Miller, seconded by Ms. Stevens, all voted in favor.

# Monitoring Reports

## Monthly Dashboard & Telehealth Report (postponed for next meeting)

Ms. Parent made a motion for the Board to approve the deferment of the June Monthly Dashboard & Telehealth reports until the next meeting due to staffing changes in the QDM Division. The motion was seconded by Dr. Lloyd, all voted in favor.

## June Reports

1. Budget Review: Ms. Brown reviewed and presented the appropriated budget by the Senate for MHSD and reported that the amount is expected to be updated during the 1st quarter of FY23 due to the Inner office Agency Transfers
2. Executive Director Report:

Dr. Dunham reviewed with the Board the following accomplishments for FY 22:

MHSD leadership has engaged many innovative opportunities through targeted initiatives, for fulfillment of our mission for quality services to our identified communities and the people we serve. Sher reported that the actions engaged are fiscally responsible and demonstrate out integrity to serve, both directly and indirectly, either through clinical services and supports, or through staff development efforts.

***Certified Community Based Health Clinic (CCBHC)***

Aspiring to excellence by incorporating CCBHC Quality Standards is an agency goal. CCBHCs dramatically increases access to mental and substance use disorder treatment, expand capacity to address the overdosages and to establish innovative partnerships to improve care, reduce recidivism and prevent hospital readmissions. It is the goal of MHSD to successfully attest and receive 2022 Grant funding to support all nine core behavioral health services, directly or through partners, with an emphasis on the provision of 24-hour crisis care, evidence-based practices, care coordination with local primary care and hospital partners.

Update: APPLICATION SUCCESSFULLY SUBMITTED

Next Steps: Awards announced September 2022

***IDD Goes Paperless***

The IDD filing system chronicles decades of services and supports to persons with disabilities, in an offsite warehouse, for the required years of retention. Paper storage is costly, inefficiently, and unreliably retrievable, risking disruptions in services due to the probability of lost or misplaced documents. To integrate disability information into the MHSD filing system, an electronic filing system will be implemented for scanning and filing individual records, easing access and shared data-entry between all staff.

Update: COMPLETED

Next Steps: Continue uploading of all forms

***Commission on Accreditation of Rehabilitation Facilities (CARF)***

Re-accreditation of existing MHSD programs are underway. The agency is also planning to seek accreditation for the newest specialty program, the MHSD Medication Assistance Treatment/ Office Based Opioid Treatment Program.

Update: Preparation underway for August/September Review

Next Steps: Submit documentation for review in August or September 2022

***Mental Health First Aid (MHFA) Collaborative***

Mental stability is an ever-growing struggle for populations in general that may have never experienced a diagnosed mental health condition. Diagnosed persons continue to struggle daily with the challenges of mental and substance use disorders in the setting of a finite number of clinical resources available for stabilization. MHSD has partnered with the Louisiana Public Health Institute (LPHI) and the National Association of Mental Illness (NAMI) to pool and expand trainer resources for community-wide trainings on MHFA, equipping the many to care for themselves and others thereby increasing overall population health.

Update: The MHFA Collaborative has been launched. The partnership is between MHSD, LPHI and NAMI. Strategic planning has been completed.

Next Steps: Execution of Strategic efforts and Secure funding support

***Diversity, Equity, and Inclusion (DEI) and LGBTQA+ Specific Efforts***

MHSD is engaging the guidance of expertise from years of scholarly works under the rubric of DEI, to change the culture, the conversations, and the people in our agency. The intent is to better serve the human needs of those we serve and those who provide services. These efforts are intended to be enduring, ensuring a heathy environment that embraces and maximizes the benefits of our differences.

As part of this embracement MHSD’s Human Resource Department conducted a mandatory 2-hour training with employees on understanding one’s unconscious bias and how to identify and mitigate biases. The MHSD Newsletter, MHSD On the Move, brings together articles, statistics, graphics, and interviews that reflect the current thinking on how to progress Diversity, Equity and Inclusion in the workplace and the community. In FY21, MHSD has highlighted other newsletters devoted to such topics as National Minority Mental Health Awareness, International Women’s Day and LGBTQ entertainers. The MHSD Executive Director provided seven lectures and talks at community events regarding Diversity, Equity and Inclusion. Topic examples include, but are not limited to “Addressing Health Equity During the COVID-19 Pandemic presented at the Louisiana Public Health Association in New Orleans, LA,” “Mental Health: Beyond the Stigma presented at the Delta Research and Educational Foundation Research Matters for All of Us in New Orleans, LA,” and “It’s OK Not to be OK: Youth Mental Health Matters” presented at the City of New Orleans Mayor's Youth Advisory Council Town Hall in New Orleans, LA.

***1. Implementing the SMART Tool for organizational equity and inclusion***

The Self-Assessment for Modification of Anti-Racism Tool (SMART).

is the first tool designed specifically to help community behavioral health organizations to assess the extent to which their organizational and clinical processes are affected by racism, and to use that information to create measurable progress in becoming anti-racist at all levels. The tool is intended to encourage behavioral health providers to implement concrete organizational change in multiple domains, challenging community behavioral health providers to be proactively and intentionally anti- racist in their operations.

Update: Tool administered in March; Results discussed in June HR Inservice meeting.

Next Steps: Assign focus groups aligned with the following SMART sections:

1. Hiring, Recruitment, Retention and Promotion
2. Clinical Care
3. Workplace Culture
4. Community Advocacy
5. Population Health Outcomes/Evaluation to develop strategic plans for agency

***2. LGBTQ Advocacy Training Policy.***

To enhance staff members’ comfort, knowledge, and cultural competency when working with LGBT patients, to increase patient and staff satisfaction, and to provide the best possible treatment and outcomes for LGBT patients.

Update: Policy Adopted

Next Steps: All staff shall complete a two-hour, in-person, evidence-based LGBT patient advocacy training within three months of hire. If in-person training is not safe or feasible, then an equivalent virtual training should be completed.

***3. HR Quarterly Inservice's and Scheduled Calendar Events:***

MHSD continues to integrate DEI teaching and instructional opportunities into the quarterly in-services. Additionally, we celebrate all cultures monthly at our Cultural Mixers, virtual honoring of nationally celebrated cultures though use of literature and various art forms, culinary cuisines … for discussion and celebration.

Cultural Mixers:

Next Steps: ongoing monthly virtual staff celebrations, with emphasis on the Cultures celebrated monthly, nationally.

***Quality Enhancement Strategies***

***Supervisory Coaching Trainings Ongoing Coaching for Successful Performance***

Professional performance coaching provided to all supervisory staff on application of data finding in supervisor-supervisee relationship. Goal is improved performance resulting from leadership guidance that supports and corrects areas needing improvement.

Update: Completed trainings. Additional 3 sessions offered for Individual Coaching for Executive and Advisory Team members.

***Data-Performance Activities***

Divisional and Individual Dashboards for agency monitoring to address quality and drive improved performance for all agency and contracted employees.

Update: Completed all dashboards.

Next Steps: Ongoing refinements. Outcomes incorporated into PES evaluations

***Team-based Care***

Diversification of Interdisciplinary teams and instructional guidance for team meetings and team huddles, to promote improved clinical outcomes.

Update: All Clinics are conducting Interdisciplinary meetings with I/DD staff inclusion, using the TEAM based Care approach of scheduled meetings and informal huddles.

**FY23 Projects and Goals**

MHSD continues to strategize and seize efforts and opportunities to advance cross-over fiscal efforts as well as new initiatives for the next fiscal year.

* CARF Accreditation Prep – OBOT program – August/September 2022
* 988 Behavioral Health Crisis System – national effort launched July 2022
* Tobacco Cessation Program – ongoing enhancements in consultation with LSU and LPHI State Tobacco Cessation Programs
* LGBTQA+ Initiatives (Policy and Planning) - ongoing planning
* Culinary partnership – Education and Training along with referrals for treatment
* Behavioral Health Council (kids/crisis/criminal justice) - Re engagement of the BHC and multiple community partners, with an emphasis on child and youth centered services – KIDS-Crisis-Criminal Justice
* MHFA Collective – ongoing efforts to training the entire community
* Gambling Program – Residential services launched at Bridge House
* Cultural Barriers/Community Health Worker’s Project – community partnership with Ashe Cultural Center and New Orleans East Hospital Cultural Bearers and Community Outreach Workers for outreach and referrals to services
* Covenant House Project – Referral and service linkage to MHSD Child/Youth Division
* Contingency Management – ongoing implementation of the Evidence based practice in the general care of persons served

# Decision Information

## Officer Elections/Board Training

## Dr. Lloyd is no longer legible to serve on the Board as secretary and a new officer will have to be chosen.

## Mr. Mendoza reported to the members that he would like to do a 15-minute overview of the Carver Model with the attendees in the next Board Meeting

## Approval of Contracts over $300,000

## A motion to approve the list of contracts over $300,000 as presented was made by Ms. Parent, seconded by Mr. Pechon; all in favor, motion passed.

## Mr. Mendoza requested that a list of all contracts be presented to the board during this time period. He also reemphasized that any contract to go from under 300,000 to over, must be presented to the Board for approval.

## Meeting times

## Mr. Mendoza brought a proposal to the Board about changing the bylaws to going from monthly meetings to meetings every other month on Wednesdays at 9 AM.

## The attendees reviewed the calendar and discussed the next July meeting. No quorum was able to be established for July, so the Board scheduled the next Board meeting for Wednesday, August 24, 2022 at 9 AM

## 

# Consent Agenda.

## No consent agenda items were presented

# Self-evaluation: Board Performance Review

# Adjourn

## A motion to adjourn the meeting was made at 1:45 AM by Mr. Miller, seconded by Mr. Woodridge; all in favor, motion passed.