

**Meeting Notes**  
**LTCCC Behavioral Health Workgroup**  
**October 16, 2020 | 12:30pm – 2:00pm**

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**Meeting Facilitator:** Susie Smith (Co-chair).

**Attendees:** Alex Jackson (Co-chair); Nicole Bohn; Dr. Fiona Donald; Scott Haitzuka; Dan Kelly; Jessica Lehman; Bernadette Navarro-Simeon; Christine Ng; Michelle Roberts; Cathy Spensley; Gloria Wong. Nora Martín-White, note taker.

**Not in attendance:** Brett Andrews; Scott Arai; Dr. Marcy Adelman; Anne Fischer; Allegra Fortunati; Susan Gonzalez; Courtney Gray; Jesus Guillen; Deborah Kaplan; David Knego; Dr. Ingrid Lin; Jennifer McAtee; Norman Manglona; Lisa Rosene; Dr. Michi Yukawa; Eric Zigman.

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- I. Introductions
- II. Summary of Last Meeting: decided to focus project research on mental health access and gaps for two populations: assisted living clients and IHSS clients.
- III. Review and Discussion of Scope
  - 1) **Background**
    - a) Cathy: include COVID environment more directly in scope of work's background section and call out COVID specific barriers. Make sure to include COVID in the baseline assessment of needs and gaps, but with ultimate goal of assessing learnings and recommendations beyond just operations during a pandemic.
    - b) Susie: perhaps scope out Phase 1 that is COVID-specific for budget season; then Phase 2 that would go into next year that wouldn't be as COVID-specific.
    - c) Bernadette: what are the expectations of licensing board when it comes to COVID, both staffing and program wise? Put more broadly, what is the regulatory impact of carrying out regulations in a COVID environment? E.g. community care licensing coming up with bimonthly announcements and recommendations. Regulations changing monthly; could be helpful to focus on SNFs early in terms of policy changes
      - i. **Bernadette will share webinar** about clients with mental health issues and their experience during the pandemic
    - d) Michelle: people who were unfairly impacted before in terms of access to BH services, it is worse now with COVID (black and brown communities, unstably housed, etc.). We should include COVID in the initial baseline assessment but we also need to look ahead when those issues and temporary policies go away (e.g. rent moratorium)

- i. Bottlenecks existed prior to COVID, now, and will exist post COVID
- ii. Want the policy recommendations to be applicable beyond COVID

## 2) Methodology

### *a) Data matching (ideally pre and post COVID)*

- i. Dan will follow up with Tom Bleaker at DPH to share our goals and ask what data matching could be possible

### *b) Primary research (focus groups or surveys)*

- i. Focus group of clients
- ii. Telehealth surveys
- iii. IHSS providers (Homebridge plus IP)
  - a. Cathy and Michelle have done focus groups/interviews with IHSS clients – **Cathy can share transcript**
  - b. **Christine can check in with Krista** to ask if some IHSS clients would be willing to be interviewed

### *c) Key Informant Interviews*

- i. Adult and Older Adult Behavioral Health
- ii. Ombudsman – focus group with the Ombudsman team
- iii. Advocacy organizations (e.g. Senior & Disability Action); MAD Mob
- iv. Golden Gate Regional Center
- v. SNF Providers
- vi. Board and Care providers (e.g. 6 Beds)
- vii. IHSS
- viii. Transitions staff person – referrals being funneled into DPH – **Bernadette will follow up**
- ix. Liz Katie from Brilliant Corners
- x. Scott from Curry Senior Center
- xi. Recipients
- xii. LPS Conservator’s office (falls under Jill Nielsen – Carrie Wong)
- xiii. Cindy Kauffman (Susie, Nora Dan talked with her earlier this week)
- xiv. Progress Foundation clients
- xv. Scott H both as key informant, also has clients who receive IHSS who would may be open to being interviewed

### *d) Literature review and existing research*

- i. **Gloria can share APS hoarding report** done several years ago that has a lot of existing data.
- ii. Scott: UCSF has done a reduced isolation survey with our peer specialists (also mentioned by Cindy Kauffman)
- iii. Cathy: can share telehealth research and resources
- iv. Michelle can share anecdotal/research measures
- v. Cathy: digital divide research with colleagues in Alameda County, a state policy advocacy prescription for digital access

- vi. Scott: Senior Vitality program – addressing digital divide by providing older adults access to notepads and internet. Provide telehealth services using zoom. Out of a caseload of 35, 8-10 people able to use zoom. Internet availability within SROs. Angela, Train the trainers. **Get the curriculum** and add to research.
  - a. Nora and Dan got some Senior Vitality materials as part of another project – can add the interview to the shared drive
- vii. Cathy: Marie Jobling at SF Connected and SF Tech Council have lots of existing surveys and data; we do not want to reinvent the wheel, and need to focus on the behavioral health part of telehealth.

### 3) Deliverable & Timeline

- a) Interim deliverables
- b) Short report and presentation
  - i. Gaps
  - ii. Best practices
  - iii. Policy asks (if possible)

## IV. Workgroup Member Recommendations

- 1) Jewish Home (Cathy will follow up)
- 2) Mental Health Association and Mad Mob
- 3) Manuel Vasquez (manuel.s.vasque@sfgov.org) from MOHCD doing research on RCFCI's

## V. Next Steps

- 1) **Nora:** set up a SharePoint or Google Drive for members to upload and share research, access spreadsheet of key informants, scope document
- 2) **All:** Gather and share existing surveys, research, existing interview transcripts on SharePoint/Google Drive and/or with Susie, Dan, Nora
- 3) **All:** Send names of possible key informants to interview to Susie, Dan, Nora
- 4) **Dan & Nora:** will prioritize some initial key informants to interview and sift through the initial existing research
- 5) **All:** Next Meeting date: Nov 9, 2-3:30pm