SHASTA COUNTY MENTAL HEALTH, ALCOHOL AND DRUG ADVISORY BOARD (MHADAB)
REGULAR MEETING
Minutes
July 12, 2017

Members: Steve Smith, Charlie Menoher, Ron Henninger, Leon Polk, Dale Marlar, Sam Major, Amanda Peterson, Carol Zetina, Kerrie Hoppes, Kari Hess, David Kehoe, Michele Wright and Marvin Peterson

Absent Members: Sonny Stupek

Shasta County Staff: Donnell Ewert, Nancy Bolen, Cara Schuler, Kerri Schuette and Jill Ward

Guests: Marci Fecnades, Amy Diamanine, Susan Power, Tammy Lucarelli, and Steve Lucarelli

Agenda Item	Discussion	Action	Individual Responsible
I. Introductions	➢ Chair extended a warm welcome to all. ➢ Board members and HHSA staff introduced themselves.		➢ Steve Smith, MHADAB Chair
II. Public Comment Period	➢ Guest discussed issues she had while at Restpadd and she has filed a grievance. She also discussed her issues and feeling not being taken seriously or heard at Children Family Services (CFS). ➢ Guest's sister also discussed her dissatisfaction of CFS and the resources available. Feels discriminated against.		➢ Jasmyne Hunter ➢ Janita Hunter
III. Provider Reports	➢ NAMI OF SHASTA COUNTY: NAMI has finished the first 3 months at the CARE Center. They have had Basics class, Peer to Peer classes are currently going on and Family to Family classes will begin August 3, 2017. ➢ VISIONS OF THE CROSS (VOTC) (Alcohol and Drug Treatment): 208 clean and sober babies have been born to VOTC since they opened in 2001.		➢ Susan Power ➢ Tammy Lucarelli
IV. Approval of Minutes	➢ Minutes from the May 3, 2017 and June 7, 2017 meetings were presented in written form.	➢ Approve the May 3, 2017 and June 7, 2017 minutes as submitted.	➢ Charles Menoher (Motion) David Kehoe (Second)
V. Announcements and Review of Correspondence	None		
VI. Action Items	A. Consider authorizing MHADAB Chair to sign a letter on behalf of MHADAB to Intermountain News regarding "Off My Meds" comic. Discussion took place under the motion. B. Review and consider approving the MHADAB 2016 Annual Report for submission to the Shasta County Board of Supervisors.	A. Approve MHADAB Chair to sign letter on behalf of MHADAB to Intermountain News regarding "Off My Meds" comic. *B.* Approve the MHADAB 2016 Annual Report for submission to the Shasta County Board of Supervisors – *approval of the Annual Report with the removal of the "GOALS" page.*	➢ Kari Hess (Motion) Leon Polk (Second) ➢ Charlie Menoher (Motion) Marvin Peterson (Second) David Kehoe (Abstain)

VII. Presentations	A. <u>WHOLE PERSON CARE:</u> A PowerPoint presentation and handouts regarding the Whole Person Care provided by Liz Leslie [See Attachment A] B. <u>PATIENTS' RIGHTS ADVOCATE:</u> A PowerPoint presentation regarding Patients' Rights Advocacy in Shasta County was provided by Jill Ward [See Attachment B]		➢ Liz Leslie, HHSA Program Manager ➢ Jill Ward, Patients' Rights Advocate
VIII. Directors' Report	➢ The Directors' Report was sent out prior to the meeting for the Board and guests to review. [see Attachment C] HHSA Director provided additional information regarding the Drug Medi-Cal Waiver and indicated that the new DMC services will likely begin to happen in late 2017 to early 2018. HHSA Director also advised that there have been two documented saves with Narcan by individuals who had the prescription.		➢ Donnell Ewert , HHSA Director
IX. Discussion:	A. <u>MHSA FY 17/18 THROUGH FY 19/20 THREE-YEAR PROGRAM AND EXPENDITURE PLAN:</u> MHSA Coordinator went over the MHSA 3-Year Plan and what the changes are from last year, feedback from stakeholders, and the time for review and public comment. She advised she will be sending out to the Board for their review and comments prior to going out for public comment and would like all feedback and comments prior to that so it is complete before it goes out.		➢ Kerri Schuette, HHSA Program Manager and MHSA Coordinator
X. MHADAB Standing Committee Report	➢ <u>EXECUTIVE COMMITTEE MEETING:</u> None.		
XI. Other Reports	➢ <u>COMMUNITY EDUCATION COMMITTEE (CEC):</u> Recovery Happens event coming up and more information will be coming out. ➢ <u>MENTAL HEALTH SERVICES ACT ADVISORY COMMITTEE:</u> Nothing to report. Only stakeholder meeting has taken place for the 3-Year Plan Expenditure Plan took place. MHSAAC meetings will be set up in the future. ➢ <u>SUICIDE PREVENTION WORKGROUP:</u> The Out of Darkness walk is scheduled for September 9, 2017. ➢ <u>ADP PROVIDER MEETING:</u> Please refer to Directors' Report.		➢ Kerri Schuette, Program Manager and MHSA Coordinator ➢ Ronald Henninger, MHADAB Member ➢ Steve Smith, MHADAB Chair

	➢ HOMELESSNESS MEETINGS: Suzi Kochems is the new Continuum of Care Director. Several were in attendance at the last meeting. They are moving forward with the HMIS system. Partnership HealthPlan funding was discussed for housing. The RFP just came out. There is $2.6 million available for Shasta County. Doing some consensus building on what to spend it on.		➢ Charlie Menoher, MHADAB Member and Donnell Ewert, HHSA Director
XII. Reminders	➢ See Agenda.		
XIII. Adjournment		➢ Adjournment (7:24 p.m.)	

_____
Steve Smith, Chair

_____
Cara Schuler, Secretary

Whole Person Care

Shasta County Pilot Project

California Department of Healthcare Services Whole Person Care Pilot Projects

- 5- year program authorized under the Medi-Cal 2020 waiver. We are currently in year two of the program.
- Up to $1.5 billion in federal funds available to **match** local public funds. Potential amount for Shasta County - $2 million per year including matching funds.
- Round One Request for Application in May 2016.
- 18 Round One Pilot Projects announced November 2016. Five additional projects were announced in round two and all funding has now been allocated.

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Goal for all Pilot Programs

The overarching goal of the Whole Person Care Pilot program is the

- **Coordination** of health, behavioral health and social services (as needed),
  - In a **patient-centered** manner,
    - To **improve the health and wellbeing** of beneficiaries,
      - Through more **efficient and effective use of resources.**

Shasta County's pilot project is focused on the intersection between homelessness and health outcomes.

- Two teamlets have been formed which each consist of an RN, medical case manager, and housing case manager. Two additional teamlets will be added after January 2018.
  - Stabilize health needs and chronic conditions.
  - Support access to physical health, behavioral health, and substance use disorder services.
  - Help participants access social non-medical services.
  - Provide housing assistance and housing readiness.
  - Provide services that are patient-centered.
- Adult Services responsible for coordination and data reporting.
- Partnership Health Plan supports data sharing activities.

Lead and Participating Entities

- **Shasta County HHSA – Adult Services**
- **Shasta County HHSA – Regional Services**
- **Shasta Community Health Center**
- **Hill Country Health and Wellness**
- **Partnership Health Plan**

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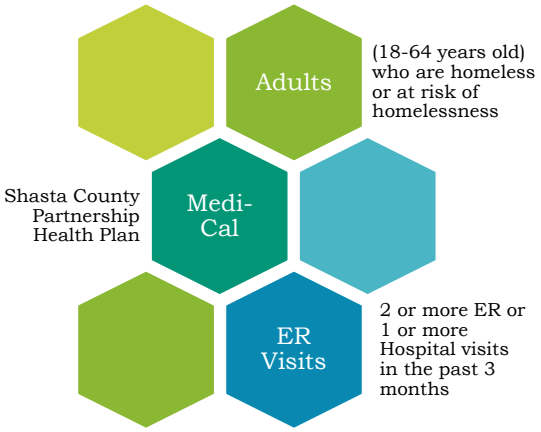
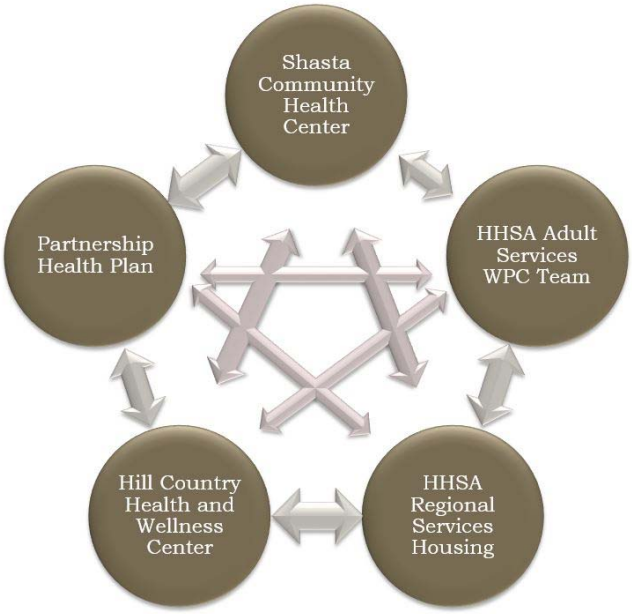
Whole Person Care Eligibility



Enrollment Process

- Voluntary program/participation engagement required.
- Referral is sent to Lead Entity.
- Eligibility is verified.
- Referral is sent to teamlet to meet with participant and do an initial assessment.
- Comprehensive Care Plan developed with the participant.
- Release of information signed.



WPC Pilot Team

Representatives from each of the project partners meet weekly.

Agenda items include:

- Team building
- Project planning and quality improvement activities
- Training
- Utilization review and report-data review
- Case coordination

Performance Measures

Health Outcome Measures

- Ambulatory Care
- Inpatient Utilization
- Follow-up after hospitalization for mental illness
- Initiation and engagement of AOD treatment

Variant Metrics

- Average number of monthly contacts by teamlet .
- Comprehensive diabetes care.
- Depression remission at 12 months
- Suicide Risk Assessment
- Permanent Housing Status

Administrative Measures

- Participant care plan accessible by entire Pilot Team
- Care Coordination, Case Management and Referral Infrastructure
- Data and information sharing infrastructure

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Anticipated Outcomes

- Improved health outcomes.
  - Connection to health home for medical services.
  - Chronic conditions effectively managed.
  - Urgent medical needs addressed effectively.
- Improved housing situation.
  - Housing barriers identified and addressed.
  - Permanent housing obtained and maintained.
- Accomplishments measured.
  - Baseline and ongoing data to verify improved health outcomes.
  - Permanent housing tracked.

Other WPC Related Activities

- Assisted Outpatient Treatment
- Mobile Crisis
- Sobering Center
- Housing Volunteer Program

Results to Date

- 66 referred; 32 enrolled with 13 pending.
- Referrals from medical providers, County agencies, community social service agencies, hospitals, and others.
- Permanent housing obtained for one client.
- Community outreach and education to a broad spectrum of service providers.

Challenges

- Effective data sharing in a HIPAA environment.
- Managing expectations.
- Coordinating teamlets across organizations.

Thank you! Questions?

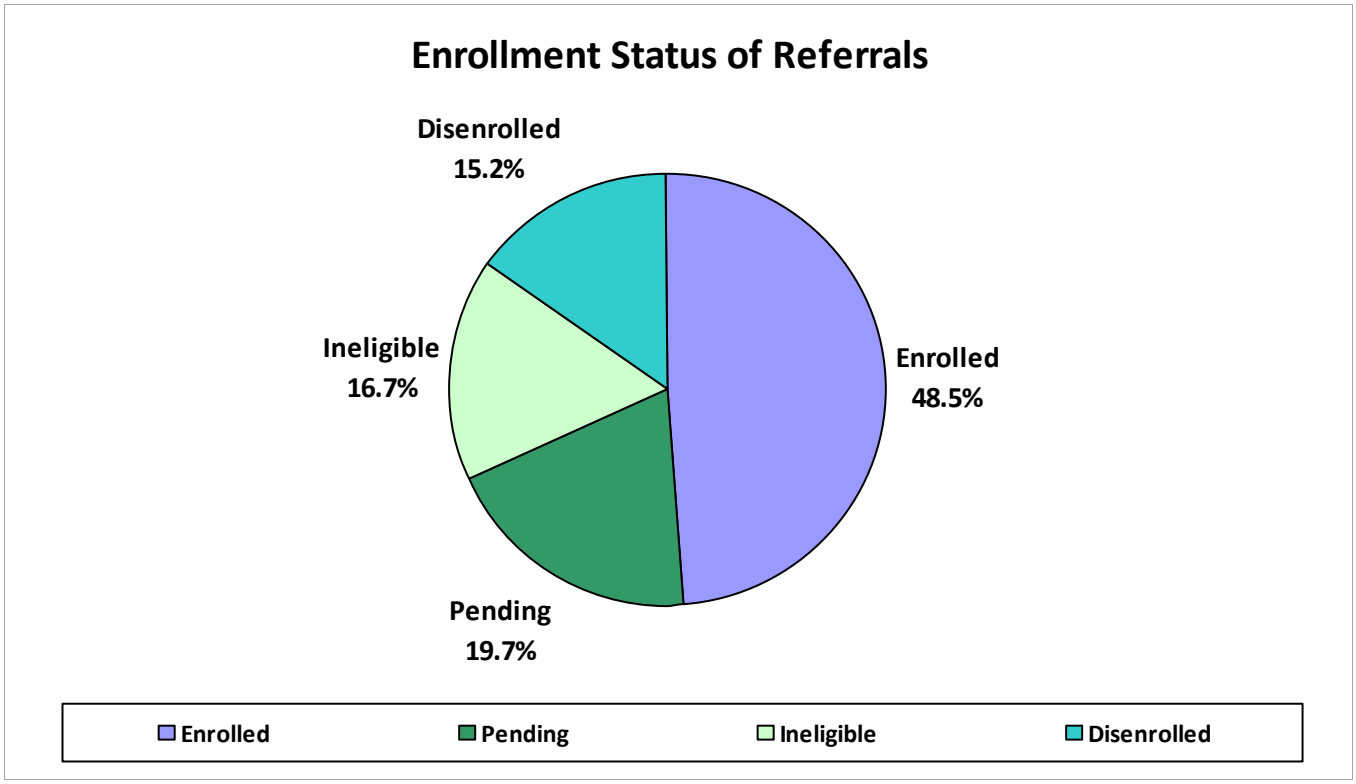
Please contact the Whole Person Care Lead Entity Team with any questions:

Katie: 225-5997

Josette: 229-8318

Whole Person Care Referrals Received Through June 30, 2017

Enrolled	**32**
Pending	**13**
Ineligible	**11**
Disenrolled	**10**
Total:	**66**



Ineligible Reasons:

Reason		Count	% of Total
ER/Inpatient w/in Last 3 Months		8	72.7%
Not Medi-Cal		2	18.2%
Not Homeless		1	9.1%
	Total	**11**	**100.0%**

Count of Referrals Enrolled by FQHC:

FQHC	Enrolled	Maximum Caseload	% Met
Shasta Community FQHC	21	25	84.0%
Hill Country FQHC	11	25	44.0%
Total	**32**	**50**	**64.0%**

Disenrollment Reasons:

Reason		Count	% of Total
Unable to Contact		5	50.0%
Declined Participation		3	30.0%
Beyond Scope of Practice		1	10.0%
Out of Area		1	10.0%
	Total	**10**	**100.0%**

Referral Agencies:

Good News Rescue Mission
HHSA Adult Srvcs
HHSA Regional Srvcs
Hill Country CARE Ctr
Hill Country FQHC
Hope Van
Partnership Health
Shasta Community FQHC
Shasta Regional Med Ctr

Whole Person Care

Are you homeless or at-risk of becoming homeless?

Have you been in the hospital or the ER in the past three months?

Are you sick, hurt or worried about your health?

Do you need help with Mental Health?

Have you been using alcohol or drugs?

If you are ready for help, let us contact you with more information.

To Connect With Whole Person Care

For more information:

Katie Cassidy
(530) 225-5997
kcassidy@co.shasta.ca.us

Josette McKrola
(530) 229-8318
jmckrola@co.shasta.ca.us

Refer a potential participant:

Complete the Referral Form and
Fax to : (530) 245-6752

A 2017

Shasta County Whole Person Care Referral Form

Phone: (530) 229-8318 or (530) 225-5997

Please complete this referral form and fax to: (530) 245-6752

Due to the sensitive nature of the information contained on this form, please follow confidentiality protocol.

Referred By:

*Name:*_____ *Agency*_____

*Date:*_____ *Phone:*_____ *Fax:*_____

Eligibility for Whole Person Care is based upon the following. Mark all that apply:

- ☐ Adult; age 18-64
- ☐ Shasta County Medi-Cal (Partnership HP beneficiaries) or CMSP
- ☐ Two ED visits or One hospitalization in the past three months
- ☐ Homeless or at risk of homelessness

Please indicate any that apply:

- ☐ Four or more ED visits in the past three months
- ☐ Diagnosis of Serious Mental Illness (SMI)
- ☐ Diagnosis of Substance Use Disorders (SUD)
- ☐ Undiagnosed/undisclosed opioid addiction

Client Information:

*First Name:*_____ *Middle Name*_____ *Last Name*_____

Chosen Name: _____ *Date of Birth:*_____ *Gender:*_____

*Medi-Cal # or CIN:*_____ *SSN if CIN or Medi-Cal unknown:*_____

Client contact info (phone, email, location, address, best way to reach):

_____

_____

Has Client been informed of Referral? *Yes* ☐ *No* ☐

*Comments:*_____

Internal Use Only: *WPC#*_____ *Date Received:* _____ *Date Verified* _____

Connected to: *Partnership* *HCC* *SCHC*

*NOT eligible: Referral source contacted date:*_____

Revised 6/28/17

A

PATIENTS' RIGHTS ADVOCACY IN SHASTA COUNTY

Jill Ward and Nicole Fischer, Patients' Rights Advocates

PATIENTS' RIGHTS LAW

California Welfare and Institutions Laws (WIC) §§ 5512 - 5546
California Code of Regulations, Title 9 §§ 880 -892

Patients' Rights that are Non-Deniable
Patients' Rights that are Subject to Denial

B

Patients' Rights Advocate

- Is a statutorily required position by **Welfare and Institutions Code Section 5520**

Each local mental health director shall appoint, or contract for the services of, one or more county patients' rights advocates. **The duties of these advocates shall include, but not be limited to, the following:**

(a) To receive and investigate complaints from or concerning recipients of mental health services residing in licensed health or community care facilities regarding abuse, unreasonable denial or punitive withholding of rights guaranteed under the provisions of Division 5 (commencing with Section 5000).

(b) To monitor mental health facilities, services and programs for compliance with statutory and regulatory patients' rights provisions.

(c) To provide training and education about mental health law and patients' rights to mental health providers.

(d) To ensure that recipients of mental health services in all licensed health and community care facilities are notified of their rights.

Patients' Rights Advocate. . .

(e) To exchange information and cooperate with the patients' rights program.

This section does not constitute a change in, but is declarative of the existing law.
(Amended by Stats. 2012, Ch. 34, Sec. 109. Effective June 27, 2012.)

WIC § 5512
Training of county patients' rights advocates shall be provided by the contractor specified in Section 5510 responsible for the provision of protection and advocacy services to persons with mental disabilities. Training shall be directed at ensuring that all county patients' rights advocates possess:

(a) Knowledge of the service system, financial entitlements, and service rights of persons receiving mental health services. This knowledge shall include, but need not be limited to, knowledge of available treatment and service resources in order to ensure timely access to treatment and services.

(b) Knowledge of patients' rights in institutional and community facilities.

(c) Knowledge of civil commitment statutes and procedures.

Patients' Rights Advocate . . .

WIC § 5512.
(d) Knowledge of state and federal laws and regulations affecting recipients of mental health services.

(e) Ability to work effectively and respectfully with service recipients and providers, public administrators, community groups, and the judicial system.

(f) Skill in interviewing and counseling service recipients, including giving information and appropriate referrals.

(g) Ability to investigate and assess complaints and screen for legal problems.

(h) Knowledge of administrative and judicial due process proceedings in order to provide representation at administrative hearings and to assist in judicial hearings when necessary to carry out the intent of Section 5522 regarding cooperation between advocates and legal representatives.

(i) Knowledge of, and commitment to, advocacy ethics and principles.

(j) This section shall become operative on January 1, 1996. (Amended (as added by Stats. 1992, Ch. 722, Sec. 29) by Stats. 1995, Ch. 546, Sec. 6. Effective January 1, 1996. Section operative January 1, 1996, by its own provisions.)

Patients' Rights Advocacy

WIC § 5521.
It is the intent of the Legislature that legal representation regarding changes in client legal status or conditions and other areas covered by statute providing for local public defender or court-appointed attorney representation, **shall remain the responsibility of local agencies, in particular the county public defender. County patients' rights advocates shall not duplicate, replace, or conflict with these existing or mandated local legal representations.** This section shall not be construed to prevent maximum cooperation between legal representatives and providers of advocacy services.

(Added by Stats. 1981, Ch. 841, Sec. 7.)

Patients' Rights Advocacy

WIC § 5522.
County patients' rights advocates may conduct investigations if there is probable cause to believe that the rights of a past or present recipient of mental health services have been, may have been, or may be violated.

WIC § 5550 ARTICLE 6. Penalties [5550- 5550.]

(b) **No person shall knowingly obstruct any county patients' rights advocate in the performance of duties** as described in this chapter, including, but not limited to, access to clients or potential clients, or to their records, whether financial, medical, or otherwise, or to other information, materials, or records, or otherwise violate the provisions of this chapter.

(e) Any person or facility found in violation of subdivision (b) or (d) shall pay a civil penalty, as determined by a court, of not less than one hundred dollars ($100), or more than one thousand dollars ($1,000) which shall be deposited in the county general funds.

Patients' Rights Advocacy & Other Advocates in Shasta County

- One Advocate per 500,000 population of each California County

- Shasta County currently has
- one full time position — Jill Ward
- one part-time extra help position — Nicole Fischer

- **Other Advocacy in Shasta County provided by**

- Ombudsman's Office — Long-Term Care Facilities – Skilled Nursing Facilities
- Office of Clients Rights — Developmental Disabilities (Intellectually Challenged)
- Adult Protective Services — Elderly Adults & Dependent Adults

Sometimes issues overlap and more than one agency may be involved

Patients' Rights California Welfare & Institutions Code

WIC § 5325., 5325.1,

Each person involuntarily detained for evaluation or treatment under provisions of this part, and each person admitted as a voluntary patient for psychiatric evaluation or treatment to any health facility. . . shall have the following rights . . .

See ***Handbook Rights for Individuals In Mental Health Facilities***

WIC § 5325.2.
Any person who is subject to detention pursuant to Section 5150, 5250, 5260, or 5270.15 shall have the right to refuse treatment with antipsychotic medication subject to provisions set forth in this chapter. (page 17 -19 of Handbook)

FACILITIES

Patients' Rights Advocacy

Patients' Rights provides Advocacy for any patient in a Locked Psychiatric Facility located in Shasta County, including Patients from other counties.

This typically involves Representation in

WIC §§5250, 5270 Certification Hearings.

PRA's investigate Client complaints, not covered by Managed Care

Private For Profit Business

Patients' Rights Advocacy

Crestwood Wellness and Recovery Center

Patients' Rights provides Advocacy for any patient in a Locked Skilled Nursing Facility/Special Treatment Program located in Shasta County, including Patients from other counties.

All the patients are conserved from Shasta and surrounding Counties

Other County Advocacy Ombudsman's office takes medical care complaints

Private For Profit Business

Patients' Rights Advocacy

Outpatient Services

Patients' Rights Office located at 2640 Breslauer Way.

Assist clients with Grievances,

Complaints, Change of Providers, Advanced Care Directives, Monitoring Facilities for Patients' Rights compliance.

Shasta County Government Office

Patients' Rights Advocacy

Northern Valley Catholic Social Services (NVCSS) and Mental Health Services Act funded

Olberg Center is a Drop-in Center for Consumers in the Redding Area of Shasta County

Consumers can be assisted with resolving issues with the agency

Non- Profit Agency

Patients' Rights Advocacy

Hill County Health & Wellness and California Mental Health Services Act

Located in Burney California

Drop-in Center for Consumers in Eastern Shasta County area

Federally Qualified Health Center Agency

Patients' Rights Advocacy

Hill County Health & Wellness and California Mental Health Services Act

CARE Center

Provides after hours and weekend services

Federally Qualified Health Center

QUESTIONS??

JILL WARD

PATIENTS' RIGHTS ADVOCATE,
HEALTH & HUMAN SERVICES AGENCY
ADULT SERVICES

2640 BRESLAUER WAY
REDDING, CA 96001
PHONE: (530) 225-5506 FAX: (530) 225-5171

jward@co.shasta.ca.us

Directors' Report – July 12, 2017

Mental Health, Alcohol and Drug Advisory Board (MHADAB)

CURRENT ISSUES:

Adult Services Branch Update

- **Housing:** The Woodlands is open for business, and most of the units are now occupied. NVCSS still plans on having a kind of 'Grand Opening' and open house in the near future, but wanted to get people moved in ASAP. The county continues to accept applications for the creation of a 'waiting list'. No new developments for Eastern County housing: project is on hold for the moment due to previous housing site not being viable and low inventory of other options.

- **Mental Health Services Act (MHSA) Innovations Project:** The Counseling and Recovery Engagement (CARE) Center is open for business, and staff continue to meet with different community organizations, etc., in order to help people understand the services they provide, etc.

- **Whole Person Care (WPC) Pilot Project:** The pilot is underway, and people are beginning to be enrolled. Low numbers at this point, but the Adult Services team has met with key people in our two local emergency rooms, and referrals are coming in. This is an important piece that had been missing. Though E.D. staff had been invited they were not engaged in early development processes. This has been corrected through concerted outreach efforts.

- **New Psychiatric Health Facility (PHF):** HHSA staff attended the RESTPADD-Tehama open house last month, and the facility is now open for business. In addition to 8 Adult beds, this facility can serve 8 youth ages 13-17 years old. Shasta County has already begun to place clients at the facility.

- **Alcohol and Drug Programs:** A quarterly ADP Provider meeting was held on Wednesday, May24, 2017 at 10:00 am at the Redding Library.
  - Attendees received a presentation by the Hill Country CARE Center staff on their services, and there was lively discussion on how linking/coordinating drug/alcohol services could be achieved for those identified with needs. The CARE Center staff acknowledged this was definitely a need.
  - HHSA Regional Services staff, and Art Sevilla from Empire Recovery Center, gave presentations on housing efforts taking place in the community.
  - Liz Leslie gave an update on the Drug Medi-Cal (DMC) Waiver project. The 'Regional Model' being developed by Partnership Health Plan has basically been completed, and an 'Implementation Plan' has now been submitted to the California Department of Health Care Services (DHCS). It is anticipated that the new DMC services being made available by this joint project will likely not begin to happen until late 2018, early 2019.
  - There was much discussion during "Provider Updates" between participants and representatives from Aegis (methadone treatment provider). The number of those being served continues to increase. Much discussion regarding requirements to travel to Chico at least once a week to participate in counseling, etc., in order to qualify to receive daily dosing in Redding.

- **The next ADP Provider meeting is scheduled for Wednesday, August 23, 2017, 10:00 am at the Boggs Building.**

Children's Branch Update:

- **Youth Substance Use Treatment:** Children's Services Branch received a grant from Partnership Health Plan to support our Youth Substance Use Treatment Collaborative efforts on creating a youth focused prevention, intervention and treatment. We will be contracting with Rachel Gonzales-Castaneda, PhD. from UCLA to consult and complete training with collaborative members in August/September.

- **Adverse Childhood Experiences:** We now have 25 ACE master trainer consisting of HHSA staff and community member who were trained over a 2 day period. These 25 folks will be bringing the ACE information and training to our community over the next year. Anyone interested in having an ACE master trainer present to you or a group you are connected with please contact Kathey Kakiuchi at KKakiuchi@co.shasta.ca.us

- **MHSA-Prevention & Early Intervention:** After receiving feedback from stakeholder during a meeting in Spring 2017 and meeting with Gateway School District, HHSA will be moving forward with Life Skills Training (LST) program for the At-Risk Middle School population in Shasta Lake. We are moving forward with an RFP for a community provider to support the implementation of the program into Gateway School District and track the outcomes.

- **AB1299-Presumptive Transfer:** Effective July 1, 2017, the responsibility for authorizing, provision of, and payment of Specialty Mental Health Services (SMHS) will transfer to the MHP where the foster youth resides. Currently, Shasta County HHSA Children's Services Branch delivers SMHS to foster youth from out of county who meet medical necessity for SMHS who are placed in Foster Family Agencies, placed with relatives, non-related extended family members, and in adoptive homes. The caution for Shasta County is the large number of Group Home/Short Term Residential Therapeutic Program beds that exist in our county and how to best address the needs of these out of county youth and our counties resources. These concerns are being addressed with DHCS.

Board of Supervisor Staff Reports (May-June)

- First Amendment with VOTC, Inc. dba Visions of the Cross
- First Amendment with Right Roads Recovery Programs, Inc.
- First Amendment with Empire Hotel, EHARC, Inc. dba Empire Recovery Center
- Confidentiality Agreement with the State of California Department of Health Care Services for Alcohol and Drug Programs
- Third Amendment to Agreement with the Sail House, Inc.
- Amendment with VOTC, Inc. dba Visions of the Cross (Perinatal)
- Agreement with PC Redding Apartments Limited Partnership
- Second Amendment to Agreement with VOTC, Inc. dba Visions of the Cross
- Agreement with Hill Country Community Clinic for Mental Health Wellness and Recovery Services
- Third Amendment to Agreement with Canyon Manor for Residential Mental Health Rehabilitation Services
- Renewal Agreement with Mental Health Management, Inc. dba Canyon Manor
- Renew NVCSS Olberg Wellness Center
- Renewal Agreement with J. Reid McKellar, PhD
- Revenue Agreement with Partnership HealthPlan of California
- Amendment to Agreement with Northern Valley Catholic Social Services