



California Health and Human Services Agency Community Assistance, Recovery & Empowerment (CARE) Act Services & Supports Subgroup Meeting Minutes

January 18, 2024 | Virtual Meeting

Meeting Materials and Recording Available on [Working Group Site](#)

Public Zoom chat from meeting is included as an Appendix to this file

For additional information and resources, please see the following sites:

- [CARE Act Resource Center \(managed by HMA for DHCS\)](#)
- [CalHHS CARE Act Site](#)
- [Judicial Council CARE Act Site](#)

Group Members in Attendance:

- Jodi Nerell (Co-chair)
- Tracie Riggs (Co-chair)
- Aaron Meyer
- Carina Gustafsson
- Dawan Utecht
- Deb Roth
- Dr. Brock Kolby
- Dr. Cameron Quanbeck
- Dr. Carolina Klein
- Dr. Christy Mulkerin
- Dr. Susan Partovi
- Geo Santoya
- Jason Robison
- Kelli Weaver
- Lauren Rettagliata
- Sarah Paulsen
- Zachary Coil

1. Welcome, Introductions, and Goals of This Group

Karen Linkins, Principal, Desert Vista Consulting, opened the meeting and introduced the rest of her team. She thanked the group members and members of the public in attendance and shared virtual meeting guidelines.

All group members in attendance introduced themselves, beginning with the group's co-chairs, Jodi Nerell and Tracie Riggs.

Karen Linkins recapped the rules and objectives of the group, including that meetings are subject to Bagley-Keene requirements and that all materials are posted online.

2. Recap Previous Meeting

Karen Linkins provided an overview of the previous meeting of this subgroup, which was held on October 31, 2023. At the previous meeting, members introduced themselves and learned about the goals of the group. Dr. Katherine Warburton gave a presentation to the group on the broader context for the CARE Act and the specific profile and needs of the CARE population. The group also discussed potential engagement strategies and other initial considerations.

3. Discussion of CARE Implementation and Q+A

Karen Linkins gave an outline of the meeting agenda and opened a discussion of CARE Act implementation to date. She introduced representatives from Riverside and Tuolumne counties to share updates.

Dr. Brock Kolby of Tuolumne County shared early implementation updates:

- Tuolumne County has had 7 petitions, only 2 of which have been dismissed
- Their Behavioral Health team is small but is engaging respondents through intensive outreach
- Housing has been offered to all respondents, regardless of their eligibility for CARE, though some respondents have refused permanent housing placements
- Some respondents have active criminal cases
- Behavioral Health, County Counsel, and the Judge are working collaboratively to gather information and help get respondents connected to services

Carina Gustafsson and Geo Santoya of Riverside County shared updates:

- Riverside County has 28 petitions and 4 CARE agreements
- Their CARE team is split across two areas of the county and consists of a variety of roles, including an outreach team made up of peers and other professionals
- All respondents have been offered housing, though some have declined placements
- The outreach team maintains consistent contact with respondents and utilizes a variety of creative strategies to build rapport and correct misconceptions about CARE

Questions and Discussion:

Karen Linkins invited questions from group members on the presentations from Tuolumne and Riverside county representatives.

- Dr. Susan Partovi expressed appreciation for the rapport building strategies being used and suggested including medical staff in outreach teams. She asked if respondents engaging voluntarily with services will mean they are no longer included in CARE.
 - o Dr. Brock Kolby responded that intensive engagement and wraparound services in Tuolumne will continue for all respondents and the Judge so far has not dismissed cases where voluntary engagement has occurred. He shared that the majority of Tuolumne respondents were not previously engaged in services.
 - o Amber Irvine shared that San Diego is taking a similar approach.
 - o Dr. Susan Partovi said it is important for consensus to be established among counties on how this dynamic is approached.
- Jason Robison asked how respondents' goals are being considered and supported.
 - o Carina Gustaffson said that respondent goals are centered in the engagement process and asking what respondents need is always the first question asked.
 - o Amber Irvine said that in San Diego's 15 CARE agreements that have been approved, the development of those agreements have been extremely collaborative and reflective of the respondent's goals and desires.
 - o Dr. Brock Kolby shared that Tuolumne is taking a similar approach to San Diego and ensuring that their case managers are competent in this approach.
- Jason Robison asked if peers are involved in outreach in Tuolumne and San Diego.
 - o Amber Irvine said peers are involved and Dr. Kolby said Tuolumne is working to hire peers.
- Lauren Rettagliata suggested keeping documentation of reasons respondents give for refusing housing so those reasons can be considered and addressed. She also suggested that for respondents who live with family, those family members should be contacted to determine the viability of those housing settings.
 - o Dr. Kolby listed some reasons that respondents in Tuolumne have expressed for refusing housing. He briefly described some ideas Tuolumne is exploring for more diverse housing options.
- Tami Mariscal asked Riverside and San Diego if they could share some of their peer hiring strategies and materials.
- Aaron Meyer asked for more details on filling out the section of the CARE-101 form about activities of daily living.
 - o Geo Santoya said that he includes collateral from the petitioner.
- Dr. Partovi echoed Lauren Rettagliata's housing concern and suggested a treatment-first method.

- Jason Robison suggested framing housing discussions with respondents around what they want out of housing placements. He shared that LA has had success with placing people in peer-run respites. He also offered to Tuolumne and any other county that his organization helps train and place peers.

Karen Linkins thanked group members for their comments and said they are very relevant for both Cohort 1 and Cohort 2.

4. Discussion of Potential Priorities

Karen Linkins introduced the group co-chairs to lead a discussion on potential priority areas for the group.

Jodi Nerell and Tracie Riggs invited group members to share their motivations for involvement in the group and priority areas they believe the group should address over the next year. Group members shared their thoughts and suggestions.

- Jason Robison said he feels it is important to get a sense of consumer satisfaction from people who go through the CARE process.
- Dr. Susan Partovi said the group should explore how they can help counties align on what services they are offering and what their CARE process looks like, including what approach counties take with accountability for elective clients versus clients with CARE plans or agreements and what counties will do when respondents refuse to engage.
- Christy Mulkerin suggested that the group should think about what metrics are needed to measure success.
- Aaron Meyer suggested this group look at the level of service coming from FSP teams, especially in the context of Prop 1.
- Dawan Utecht said that payment reform seems to be disincentivizing outreach and engagement. She emphasized how long outreach and engagement can take and shared concern that this will not be adequately funded. She shared that Telecare is currently working through questions related to this and outreach best practices. She also suggested that the group consider supporting counties in providing options for remote court appearances.
- Tami Mariscal shared some current strategies Tuolumne is implementing related to outreach and data collection and suggested this group consider discussing trainings for judicial officers. She shared that she hopes DHCS will release new service codes to make elements of this process easier on counties.
- Lauren Rettagliata said the group needs to outline the essential services and supports that respondents will receive and that the outreach teams are finding that respondents want and need.
- Tracie Riggs shared that Tuolumne is working on a visual of the available continuum of care and suggested that this group consider producing something similar so they can identify gaps in the continuum and potential solutions.

- Jodi Nerell suggested the group identify if there can be a standardized suite of services and supports that are uniformly available across counties.

Karen Linkins thanked group members for their suggestions. She encouraged them to continue sharing their ideas.

5. Updates from Health Management Associates

Karen Linkins introduced Anthony Federico from Health Management Associates (HMA).

Anthony Federico shared an update on HMA's available training and technical assistance on housing and services. He showed the group a list of current TA options and said that other TA can be provided according to needs identified by this group or by counties.

Laura Collins of HMA showed the group where to find the TA list and other resources on the CARE Act resource hub website.

6. Call for Public Comment

Karen Linkins shared instructions for how to make public comment and said that comments can also be submitted at any time via email.

- Tanya Fedek shared that she petitioned the court for her son in San Diego. She said that the court appearance process is very intimidating for respondents and described the experience of her and her son's hearing. She shared that stabilization is incredibly important before housing placements can be successful. She said that she has been blocked by Telecare and asked for more understanding generally of the challenges that families face. She shared details of a recent crisis she experienced with her son and said she and other family members are incredibly desperate to get their loved ones care.
- Teresa Pasquini thanked the group for their work and shared details of her family's story. She said that her son has been on an LPS conservatorship for 21 years. She said that she hopes CARE will prevent other families from experiencing the suffering that her family has experienced. She said she hopes the group will work to clarify the continuum of services that will be provided and ensure that CARE is as successful as it can be. She suggested that the group look to lessons learned from implementation of Laura's Law. She also suggested that CARE be looked at as a hospital and jail discharge plan as much as a homeless outreach program.

Karen Linkins thanked everyone for their comments.

7. Meeting Wrap Up and Next Steps

Karen Linkins shared a list of available online resources and suggested that members of the group familiarize themselves with those resources. She shared the dates of the next CARE Act Working Group meeting and the next meeting of this group. She also shared meeting information for the other ad hoc subgroups. She thanked everyone for attending and adjourned the meeting.

Appendix I: Public Zoom Chat

11:26:42 From John Freeman to Host and Panelists:

We can here the room in Allenby, but it seems you cannot hear us,

11:31:00 From Deb Roth to Host and Panelists:

Hi - I was unable to join as a panelist.

11:31:51 From Susan Partovi to Host and Panelists:

Will we have time to ask questions about the process thus far?

11:39:21 From Sarah Paulsen to Host and Panelists:

Computer is unable to access microphone, Sarah Paulsen BH Director with Anthem

11:39:45 From Sarah Paulsen to Host and Panelists:

Thank you

11:40:33 From John Freeman - DVC to Everyone:

Information about this and other meetings is available on the CARE Act Working Group Site: <https://www.chhs.ca.gov/home/committees/care-act-working-group>

Email us at CAREAct@chhs.ca.gov to join the CARE listserv to receive updates and information on future stakeholder events.

12:21:55 From Tami Mariscal (she/ her) to Host and Panelists:

Thank you Jason.

12:22:55 From Jason Robison to Host and Panelists:

SHARE! Advanced Peer Specialist training places Peer Specialists in employment throughout California. Contact Jason@shareselfhelp.org, libby@shareselfhelp.org, Jessica@shareselfhelp.org

12:23:22 From John Freeman - DVC to Everyone:

For reference: SHARE! Advanced Peer Specialist training places Peer Specialists in employment throughout California. Contact Jason@shareselfhelp.org, libby@shareselfhelp.org, Jessica@shareselfhelp.org

12:36:34 From Dr. Susan Partovi to Host and Panelists:

LA is using remote "court rooms"

12:38:22 From Carina Gustafsson to Host and Panelists:

Riverside also have remote " court rooms? but so far no one has used them but they have come to the "regular" court room

12:45:57 From Laura Collins to Host and Panelists:

https://care-act.org/wp-content/uploads/2024/01/CARE-Act_Housing-and-Supports-TA-Activities-01022024.pdf

12:46:16 From Deb Roth to Host and Panelists:

I thought we would get an overview of states in all 8 counties - how many petitions filed, how many agreements, etc. Did I miss that?

12:46:25 From Deb Roth to Host and Panelists:
stats not states

12:48:49 From John Freeman - DVC to Everyone:
https://care-act.org/wp-content/uploads/2024/01/CARE-Act_Housing-and-Supports-TA-Activities-01022024.pdf

12:49:57 From Jason Robison to Host and Panelists:
Could we get Anthony's contact info?

12:51:00 From Anthony Federico to Host and Panelists:
Hi Jason! We can be in touch at info@CARE-Act.org, or afederico@healthmanagement.com.

12:56:39 From John Freeman - DVC to Everyone:
For reference, here are a few sites to keep in mind for additional information:

CARE Act Resource Center <https://care-act.org/>

CARE Act Working Group Site: <https://www.chhs.ca.gov/home/committees/care-act-working-group>

Department of Health Care Services (DHCS) CARE Act Website:
<https://www.dhcs.ca.gov/Pages/CARE-ACT.aspx>

Judicial Council of California (JCC) CARE Act Website (court forms and more):
<https://www.courts.ca.gov/48654.htm>

CalHHS CARE Act website: <https://www.chhs.ca.gov/care-act/>