



**California Health and Human Services Agency
Community Assistance, Recovery & Empowerment (CARE) Act
Training, Technical Assistance & Communications Subgroup Meeting
Minutes**

March 20, 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:

- **Dr. Ambarin Faizi**
- **Amber Irvine**
- **Anthony Ruffin (Co-chair)**, Community Center Director 1, LA DMH Concierge Outreach Team
- **Katherine Warburton (Special Advisor)**
- **Linda Mimms**
- **Mike Phillips**
- **Nicole Cable**
- **Stacey Robbins-Podvin**
- **Susan Holt (Co-chair)**, Behavioral Health Director and Public Guardian, Fresno County

1. Welcome, Introductions, and Goals of This Group

Karen Linkins, Principal, Desert Vista Consulting, opened the meeting, 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, Susan Holt and Anthony Ruffin, and the group's special advisor, Dr. Katherine Warburton.

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. She shared that the purpose of this subgroup, which supports the efforts of the Working Group, is to review, assess, and provide feedback on training and communication material and strategies. Their goal is to provide recommendations to be applied at the local level that support uniform implementation.

2. Recap Previous Meeting

Karen Linkins provided an overview of the last meeting of this group, which was held in January. January's meeting consisted of a presentation by representatives from San Diego and Tuolumne counties focused on their early implementation experiences followed by a presentation from Health Management Associates on the TTA plan for 2024.

Linkins laid out what would be discussed in today's meeting.

3. Discussion of CARE Implementation and Q+A

Updates from Dr. Warburton:

Dr. Katherine Warburton provided an overview of presentations she has conducted:

- Dr. Warburton has collaborated with Dr. Mark Avery of HMA to put together trainings
- Training topics have included the history of institutionalization and incarceration, the clinical presentation of schizophrenia, and the standard of care
- Trainings are asynchronous
- SMI advisor, a TTA provider, has made some of their materials accessible for HMA to leverage
- Audiences for trainings have included the Judicial Council, California Medical Association, and psychiatrists

Linkins invited group members to suggest additional audiences for trainings in the Zoom chat.

HMA Updates:

Laura Collins of Health Management Associates presented on HMA's TTA approaches for Cohort 1 and 2:

- The theme for 2024 TTA is moving from theory into practice
- HMA is engaging with on the ground stakeholders as much as possible to inform TTA
- HMA has partnered with family and peer advocates and subject matter experts to develop training resources
- There are 12 TTA liaisons assigned to 58 counties who serve as the primary point of contact for counties and triage their TTA questions
- HMA facilitates affinity groups and office hours for counties in order to provide additional forums for discussion and answering county questions
- 2024 TTA plan includes both live and pre-recorded trainings nearly all months of the year
- Training topics will including housing supports, data collection, and family psychoeducation, among other topics

- Trainings in the first quarter of 2024 have had robust attendance from counties across the state
- Collins reviewed the list of trainings for each quarter, the focuses of which were informed by a variety of stakeholders
- The online CARE Act Resource Center contains recordings of past trainings, other training and technical assistance materials, and TA request forms and feedback forms
- The CARE Act Resource Center has been updated in response to feedback, including feedback from this ad hoc group. The primary changes relate to ease of viewing and make searching for specific trainings more straightforward.

Collins also provided a brief update on the first data submission on March 1:

- All counties submitted data on time
- Data reflected petitions filed between October 1 and December 31
- DHCS and HMA are undergoing a QA process with counties to address any data quality issues
- The Early Implementation Report is due at the end of 2024 and will feature Judicial Council data only

Linkins asked how many people are on the CARE Act ListServ that HMA manages, and Collins responded that there are 880 people and more people sign up every day.

Linkins read out suggestions for training audiences that group members put in the Zoom chat, including hospitals and county associations, and encouraged them to submit additional suggestions.

Susan Holt added that HMA is very responsive to feedback that they receive.

Judicial Council Update:

Charlene Depner from the Judicial Council provided updates on their TTA activities:

- To coordinate with courts, JC is hosting CARE check ins for Self-Help Centers and monthly office hours for courts
- Currently preparing to train Cohort 2 courts on data entry, which will be manually entered
- Currently developing training for court staff and judicial officers on understanding the role of the supporter and the family in CARE
- Currently planning a judge roundtable/training focused on working with counties
- Upcoming in April: Daylong convenings for Self-Help Centers for small, medium, and large courts run by Melanie Snider

- Working with small courts on implementation strategies and how to leverage existing systems
- Working on developing a prototype for collaborative Self-Help Centers, based on the SMART Court model

Depner provided some background information on the establishment and roles of Self-Help Centers in California. She clarified that their primary role in relation to the CARE Act is to assist petitioners with understanding the process and completing the required forms.

Linkins shared that she has been incredibly impressed with the Self-Help Centers she has seen across Cohort 1 counties.

Questions and Discussion:

Linkins and **Holt** invited questions from group members on the presentations and suggestions for additional TTA topics and audiences that should be targeted:

- Linda Mimms shared that she is hearing confusion from families about what happens in the period between when a prima facie determination and a CARE agreement or plan. She said there is also confusion about what happens when a CARE agreement is not successful in improving outcomes for the participant.
 - Depner asked if Mimms has heard anything about the role of the attorney in the cases she has heard about.
 - Mimms responded with a few anecdotes she has heard from families.
 - Linkins responded that these information gaps can be addressed in TTA materials.
 - Amber Irvine of San Diego provided more information about how San Diego's teams handles the period after a prima facie determination and their procedures in the case that a respondent is arrested. She also clarified some differences between CARE and conservatorship.
 - Anne Hadreas from the Judicial Council added that if a CARE agreement is unsuccessful, a judge has other tools they can draw upon to make sure participants' needs are met.
 - Stacey Robbins-Podvin validated the fear that many petitioners have that respondents will not be sufficiently and consistently engaged by county behavioral health once they agree to services.
 - Hadreas emphasized the court's ability to hold the county accountable.
- Anthony Ruffin asked if counties besides of LA are having issues with participation from law enforcement in regards to crisis response.
 - Holt replied that in Fresno, Behavioral Health has a strong relationship with law enforcement and they collaborated on setting up mobile crisis response.

- Mimms suggested that it would be helpful to create an updated flowchart of the CARE process now that more is known about how CARE is rolling out on the ground, focused on an audience of community members.
- Irvine suggested additional TTA for potential petitioners around what to expect after the petition is filed.
- Mike Phillips suggested additional TTA for hospitals who are required to consider CARE as a less restrictive option for patients who may otherwise be moving toward conservatorship.
- Holt shared that Fresno just brought on a new manager to oversee CARE implementation and the amount of webinars and other resources available can be overwhelming for someone just getting started. She said she expects HMA's affinity groups and other targeted resources will be helpful for Fresno.

4. 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 at CAREAct@chhs.ca.gov.

- Emily Wu Truong asked who in California is in charge of teaching first responders and healthcare workers how to properly conduct a 5150. She shared her experience of being 5150ed and mistreated in the hospital. She said she has been sharing her story nationwide and that there is high levels of mistreatment in psychiatric hospitals.
- Kaino Hopper thanked the group for their discussion and updates. She said she was reassured by hearing about trainings for judges. She shared that her daughter is currently in a felony IST diversion program. She emphasized the need for inclusion of families in training and support efforts. She thanked Linda Mimms for her comments.
- Laurel Benhamida from Muslim American Society Social Services Association and REMHDCO thanked the group. She said that there was no mention by any presenters of language access experiences during CARE roll out. She suggested a statewide strategy to expand language access resources. She said this should include translated documents available in all self-help centers and trainings on how to work with interpreters.

5. Meeting Wrap Up and Next Steps

Karen Linkins reminded the group of the communication tools that have already been developed and are accessible online. She shared the date of the next CARE Act Working Group meeting and said that the next meeting of this group will take place on April 17. She also shared meeting information for the other ad hoc subgroups and encouraged members to attend. She thanked everyone for attending and adjourned the meeting.

Appendix I: Public Zoom Chat

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.

From John Freeman - DVC to Everyone:

Thanks, Linda Mimms for suggesting presentations to the following:

First responders, families, BH directors, street physicians, all clinicians, jail personnel, sheriff and police.

From John Freeman - DVC to Everyone:

For reference, here are a few sites to keep in mind for additional information:

Training and Technical Assistance and other resources are available on the CARE Act Resource Center <https://care-act.org/>

Links to County and Court CARE sites: <https://care-act.org/library/county-website-directory/>

From John Freeman - DVC to Everyone:

To join the HMA listserv, please email: info@CARE-Act.org

From John Freeman - DVC to Everyone:

Please do put any suggested groups here in the chat

From Emily Wu Truong to Everyone:

Am I allowed to ask a question?

From Emily Wu Truong to Everyone:

I do not see any links.

From John Freeman - DVC to Everyone:

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From Emily Wu Truong to Everyone:

Thank you John.

From Emily Wu Truong to Everyone:

Who in the State of CA is in charge of teaching law enforcement, first responders & healthcare workers of how to properly conduct a 5150?

From Emily Wu Truong to Everyone:
Where are the self help centers?

From Emily Wu Truong to Everyone:
How to psychiatric survivors receive assistance after being mistreated in the ER & psychiatric ward and are charged over \$3+ after getting out after 50 hours?

From John Freeman - DVC to Everyone:
Thanks for the comments — we will have public comment shortly.

From John Freeman - DVC to Everyone:
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/>

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