



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

July 17, 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 Virtual Attendance:

- **Amber Irvine**
- **Dr. Katherine Warburton**
- **Ellen Guevara**
- **Linda Mimms**
- **Mike Phillips**
- **Nicole Cable**
- **Stacey Robbins-Podvin**
- **Susan Holt**

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.

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.

All group members in attendance introduced themselves, beginning with the group's co-chair, Susan Holt, and the group's Special Advisor, Dr. Warburton. Co-chair Anthony Ruffin was unable to attend.

2. Recap Previous Meeting

Linkins provided an overview of the last meeting of this group, which was held in June. June's meeting consisted of a presentation from Health Management Associates on their recent and upcoming trainings and resources and a presentation from Maggie Fry from the Mental Health Association of San Francisco about the importance of peer support.

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

3. Discussion of CARE Implementation and Q+A

Linkins led the group in a discussion about media coverage of CARE, focusing on three recent articles. Linkins said that one of the articles contained useful and accurate information, while the other two were misleading and representative of broader narratives that have developed about CARE. She asked the group to consider the articles and think about strategies for improving messaging.

Group members shared their thoughts:

- Co-chair Holt shared that as a Cohort 2 county, she is already seeing negative media spin on CARE developing in her county. She shared excitement that this group is taking on this subject.
- Mimms pointed out that one inaccuracy in the articles was that CARE is only for homeless people. She also said that families had been expecting that CARE would finally get their loved ones into treatment, but it turned out to be voluntary, which is creating dissonance. She emphasized the danger of enabling people to refuse treatment.
- Linkins responded that counties are using a range of strategies to promote respondents' engagement in treatment.
- Dr. Warburton said there is a lot of nuance in the law, complicating the binary idea that CARE is either voluntary or involuntary.
- Dr. Warburton said she found the tone of the articles baffling in the way they were labelling CARE a failure even though it is still getting off the ground.
- Irvine said CARE is one piece of the broader continuum, and if conservatorship is more appropriate then that is what county teams will pursue, though the bar for conservatorship is very high. She said she believes CARE is successful in San Diego and emphasized that it takes a very long time to engage this population, so not all successes can be seen yet.
- Linkins suggested that this group could work on developing a definition of success for CARE.
- Dr. Warburton said that all articles she has seen miss the important nuances of CARE. She said the thing that most needs to be corrected is people's basic understandings of what CARE is.

- Phillips said that a lot of the misperceptions about CARE come from the fact that people thought it was going to be one thing and it turned out to be much more complex and nuanced than they were told.
- Robbins-Podvin shared her perspective from having worked in a variety of counties and said she can understand the frustration of family members. She said the meaning of success varies by person.
- Mimms said that success to her means people are functional and in recovery. She said that success stories should be shared in the media.
- Brya said that the articles are missing a tone of hope. She also said that journalists may be tapping the wrong experts for quotes who are not actually involved in CARE implementation.
- Dr. Warburton suggested that this group engage with a journalist to have this conversation.
- Co-chair Holt said that lifting up Cohort 1 county success stories would help Cohort 2 and increase unity across the state.

Linkins asked the group to brainstorm ways to convey success.

- Co-chair Holt said language about hope and recovery is important.
- Irvine said that recovery needs to begin with trust in behavioral health departments, which will take effort. She shared an anecdote of success from one case in San Diego.
- Mimms said the story Irvine shared is the kind that should be uplifted to the press.
- Co-chair Holt said there should be a press release related to the 1-year anniversary of CARE highlighting success stories.

Linkins introduced presenters from Health Management Associates (HMA), DHCS' TTA contractor. Laura Collins from HMA, joined by other colleagues from HMA and Dave Leon from Painted Brain, presented the following overview of their recent training on Strategies for Outreach and Engagement:

- The training panel featured the CARE TTA & Communications Ad Hoc Co-chair Anthony Ruffin and representatives from San Diego
- The training focused on the role of engagement in the full treatment timeline, not just during initial outreach.
- Outreach strategies that were highlighted encompass preparation, observation, connection, and de-escalation.
- Ongoing engagement strategies that were shared included verbal, nonverbal, and psychological techniques for building rapport and trust.
- Relationship retention strategies that were shared included shared decision-making and empowerment techniques.

- Presenters shared common team models, including Assertive Community Treatment.
- Peer outreach was highlighted as a best practice.
- Presenters emphasized that engagement takes time and shared lessons learned from engagement efforts in Cohort 1 counties.

Irvine shared additional lessons learned from San Diego.

Collins said the training will be posted online in the coming days.

Q&A:

Linkins invited questions and comments from group members.

- Co-chair Holt expressed gratitude for the TTA resources that have been developed.

Linkins thanked the presenters.

4. Call for Public Comment

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.

No public comments were made.

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 September 18th. 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:

Recent Media Coverage to Consider

1. San Mateo County one of the first to launch CARE Court:

<https://www.nbcbayarea.com/news/local/peninsula/san-mateo-county-care-court>

2. Voluntary-based CARE Court Can't Mandate Treatment for Those Who Need it Most

<https://sanfernandosun.com/2024/07/10/voluntary-based-care-court-cant-mandate-treatment-for-those-who-need-it-most/>

3. In a crisis, people with mental illness have few options beyond arrest. Can CARE Court help?

<https://www.sanluisobispo.com/news/health-and-medicine/article287561525.html>

From John Freeman - DVC to Everyone:

Questions for Discussion About the Articles

From John Freeman - DVC to Everyone:

What are your reactions to the tone and details?

What could be misleading or inaccurate?

What's missing from this article?

What are the potential ripple effects from how CARE is being framed?

How is the media getting it right and how are they getting it wrong?

From John Freeman - DVC to Everyone:

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

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:

For training and technical assistance needs or questions, please email info@CARE-Act.org.

From John Freeman - DVC to Everyone:

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

From John Freeman - DVC to Everyone:

If you'd like to receive the recording of the training, please subscribe to the newsletter by signing up for our listserv: <https://care-act.us11.list-manage.com/subscribe?u=8ec8c1129c78ce744084103db&id=cbd28f0a2e>

From John Freeman - DVC to Everyone:

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

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/>

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 (JC) 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/>

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

14:20:38 From John Freeman - DVC to Everyone:

Information for Petitioners Site: <https://www.chhs.ca.gov/care-act-petitioners/>

1-Page Information Flyer for Petitioners: https://www.chhs.ca.gov/wp-content/uploads/2023/09/CAREActResourcesForPetitioners_R3.pdf

How to File the CARE 100 Infographic for petitioners:

<https://www.courts.ca.gov/documents/How-to-File-CARE-100-083123.pdf>