

**CALQIC 2022**

# **CAL-AIMING FOR QUALITY**

**TARGETING THE “CARE”  
IN HEALTHCARE EXCELLENCE**

A Virtual Conference  
March 16–18, 2022



Co-Sponsored by the California Quality Improvement Coordinators (CalQIC)  
and the California Institute for Behavioral Health Solutions (CIBHS)

Wednesday, March 16, 2022

8:35am – 9:00am

**Welcome**

9:00am – 11:00am

**State of the State with DHCS and CBHDA**

**Erika Cristo**, Program Policy, Legislation, and Regulations Branch Chief, Department of Health Care Services - Medi-Cal Behavioral Health Division

**Kelly Pfeifer, MD**, Deputy Director, Medi-Cal Behavioral Health Division, Department of Health Care Services - Medi-Cal Behavioral Health Division

**Shaina Zurlin, LCSW, PsyD**, Division Chief, Medi-Cal Behavioral Health Division, Department of Health Care Services - Medi-Cal Behavioral Health Division

**Kamilah Holloway**, Quality and Network Adequacy Oversight Branch Chief, Department of Health Care Services - Medi-Cal Behavioral Health Division

**Sergio Lopez**, Staff Services Manager II - County/Provider Operation and Monitoring Section Chief, Department of Health Care Services - Medi-Cal Behavioral Health Division

**CBHDA**

**Michelle Cabrera**, Executive Director, County Behavioral Health Directors Association of California

**Paula Wilhelm**, Director of Policy, County Behavioral Health Directors Association of California

The presentation will overview the State of the State, including California Advancing and Innovating Medi-Cal (CalAIM) Behavioral Health initiatives and timelines. The Department of Health Care Services (DHCS) staff will provide a comprehensive summary of the Behavioral Health Quality Improvement Program (BHQIP), including methodology and submission requirements. Additionally, DHCS will discuss the annual county monitoring activities to support counties' compliance with new CalAIM policies, recent state plan amendments, and contract updates.

11:00am – 11:15am

**Break**

11:15am – 12:30pm

**Breakout – Session A**

**Implementing AB 1299 – Presumptive Transfer in a Medium-Sized County**

**Anne Salassi, LCSW**, Mental Health Clinician & Presumptive Transfer Point of Contact, Solano County Behavioral Health

**Dani Halpin, LMFT**, Mental Health Clinical Supervisor, Foster Care Treatment Unit, Solano County Behavioral Health

AB 1299, known as Presumptive Transfer, is designed to facilitate the provision of Specialty Mental Health Services (SMHS) to children and youth in foster care who are placed outside of their county of jurisdiction. “Out-of-county” foster youth is a population that has historically been underserved due to the lack of coordination among child welfare, juvenile probation, and mental health agencies between counties. The presentation will outline how medium-sized Solano County implemented the law, discuss best practices and challenges, and touch on how subsequent legislation has been incorporated into the process of ensuring that this vulnerable group of beneficiaries receives needed care.

11:15am – 12:30pm

## **Breakout – Session B** **New QI Coordinators Session**

**Maureen E. Dopson, LMFT**, Quality Improvement Behavioral Health Services Administrator,  
Riverside University Health System – Behavioral Health

**Danielle Rhinesmith, LMFT**, UR/QI Supervisor, San Diego County

Individuals new to Quality Improvement programs are often overwhelmed by the immensity of responsibilities they never knew existed. This session will provide an overview of the various responsibilities Quality Improvement Coordinators are tasked to complete including how differences between counties can impact these responsibilities; mandatory state and federal audits; reporting requirements; corrective action plans; resource information; and methods of organization.

12:30pm – 1:30pm

## **Lunch Break**

1:30pm – 3:30pm

## **Rebuilding the Specialty Mental Health House: From CalAIM Concept to Operationalizing Medical Necessity and Documentation Changes**

**Shaina Zurlin, LCSW, PsyD**, Chief, Medi-Cal Behavioral Health Division, California  
Department of Health Care Services

**Paula Wilhelm**, Director of Policy, County Behavioral Health Directors Association of  
California

**Bradley Bryant, PhD**, Program Manager III, Chief - Quality Assurance Unit, Los Angeles  
County Department of Mental Health

**Jennifer Hallman, LCSW**, Program Manager I, Quality Assurance - Policy and Technical  
Development, Los Angeles County Department of Mental Health

**Kalene Gilbert, LCSW**, Program Manager III, Chief - Quality Improvement Unit, Los Angeles  
County Department of Mental Health

**Debbie Innes-Gomberg, PhD**, Deputy Director, Quality, Outcomes and Training Division,  
LA County Dept. of Mental Health

**Mary Kate Whall, LMFT**, Quality Improvement Supervisor, Solano County HSS  
Behavioral Health

**Rob George, LCSW**, Senior Mental Health Services Manager, Solano County HSS  
Behavioral Health

CalAIM seeks to address the historic barriers to accessing and providing behavioral health treatment. In a discussion format, this panel will outline key implementation questions associated with changes to Medi-Cal necessity and documentation criteria. Areas for discussion will include mild to moderate impairment, the role of Managed Care Plans vs. Mental Health Plans, the envisioned differences between pre-CalAIM clinical assessments and domain-driven assessments, the operational differences between treatment plans and problem lists, communication strategies and the role of QI in implementation of these changes.

3:30pm – 3:45pm

## **Break**

3:45pm – 5:00pm

**CalAIM'ing for EQRO Integration: Themes and Observations across MHPs and DMC-ODS Counties FY2020-21**

**Samantha Fusselman, LCSW**, CPHQ, Executive Director, EQRO

**Melissa Martin-Mollard, PhD**, CPHQ, Assistant Director, EQRO

**Patrick Zarate**, DMC-ODS Quality Reviewer Supervisor, EQRO

**Lynda Hutchens, MS, MA, NCC, LMFT, MHP**, Quality Reviewer Supervisor, EQRO

As we lean into CalAIM, BHC will discuss the integration of behavioral health EQRO processes while retaining specialty mental health and substance use subject matter expertise. Presenters will highlight observations and themes found in the MHP and DMC-ODS FY 2020-21 Annual Aggregate Statewide EQR Reports, posted at [calegro.com](https://calegro.com).

**Thursday, March 17, 2022**

8:15am – 8:30am

**Welcome**

8:30am – 10:00am

**Identifying, Monitoring, and Supporting California’s Underserved and Vulnerable Communities**

**Moderator: Katherine Barrett, LCSW, CHC**, Yolo County Health and Human Services Agency  
Behavioral Health Compliance Officer

**Rebecca Gitlin, PhD**, LGBTQ+ Services Specialist, Clinical Psychologist II, Los Angeles County  
Department of Mental Health

**Eugene Durrah, LCSW**, MHA Clinical Supervisor/Ethnic Services Coordinator, Behavioral  
Health Division, Solano County Department of Health & Social Services

**Torri Cardilino**, Deputy Director Quality Assurance, Trinity County Behavioral Health Services

A panel of subject matter experts will expand participant knowledge on the vulnerable and underserved communities within Los Angeles, Solano, and Trinity (large, medium, and small) counties. Each panelist will review their department’s processes surrounding tracking, monitoring, and measuring their clients’ unique needs and outcomes from a performance improvement perspective. Participants will learn about culturally adapted best practices and the importance of outreaching and serving communities at the highest risk of experiencing service delivery gaps.

10:00am – 10:15am

**Break**

10:15am – 11:45am

**Navigating Disasters and Managing County Responsibilities**

**Jennifer Stofa, LMFT**, Assistant Director, Clinical Services, Butte County Behavioral Health

**Wendy Wheelwright, LMFT**, Adult Services Section Manager, Behavioral Health Division,  
Department of Health Services, Sonoma County

**Ivan Carrasco, LMFT**, Behavioral Health Unit Supervisor, Kern County Behavioral Health, and  
Recovery Services

In the past five years, many California counties have experienced disasters impacting their service and safety-net systems. This presentation will explore the consequences of disaster response on Behavioral Health systems and how Quality Teams assist in both response and recovery. Special focus will be given to identifying warning signs of systems in distress. The Panel will review several practical recommendations for Quality Teams to assist in preparing for, responding to, and recovering from disasters.

11:45pm – 12:30pm

**Lunch**

12:30pm – 1:45pm

## **Integration & Coordination between SUD/MH Systems**

**Moderator: Nathan Hobbs, LCSW**, Quality Improvement Manager, Sonoma County Behavioral Health

**Melissa Struzzo, MPH, CADC**, Substance Use Disorder Community & Recovery Services Section Manager, Sonoma County Behavioral Health

**Rhyan Miller, LMFT**, Deputy Director, Behavioral Health Integrated programs, Riverside University Health System, Behavioral Health

**Brandon Jacobs, MHA**, Deputy Director Research, QI, Technology, Riverside University Health System, Behavioral Health

**Jamie Maxwell, LMFT**, Quality Assurance Manager, Nevada County Behavioral Health

CalAIM seeks to improve beneficiary outcomes through a coordinated, patient-centered system approach. Key to this effort is the administrative integration of what can often be fragmented service delivery systems (e.g. MHP, DMC-ODS or DMC SP) to align funding, reporting, and quality infrastructure. Panelists from three counties (Sonoma, Nevada, & Riverside) will share their experiences with administrative integration between mental health and substance use plans and highlight what care coordination for co-occurring beneficiaries can look like “on the ground”. Panelists will also share their visions for what a No Wrong Door approach could look like over the next 5 years to promote CalAIM’s vision for seamless access to care.

1:45pm – 2:00pm

## **Break**

2:00pm – 3:20pm

## **Managing System Capacity: County Strategies to Manage Access, Need and Flow**

**Moderator: Debbie Innes-Gomberg, PhD**, Deputy Director, Quality, Outcomes and Training Division, LA County Dept. of Mental Health

**Nivedita Meethan, MD, MPH**, PH Epidemiologist, Behavioral Health Bureau, Monterey County Behavioral Health

**Emery Cowan, LPCC, LMHC**, Deputy Director, Behavioral Health, BH PIO, Public Information Officer, Solano County Behavioral Health

**Yvonne Ezenwa, MPH**, Solano County Health and Social Services Behavioral Health, Planning Analyst

**Robin Zywiciel**, Solano County Health and Social Services Behavioral Health

As counties implement CalAIM and strive to achieve timely access to care, capacity management strategies are increasingly important. A panel discussion on county implementation of the Mental Health Center of Denver’s Reaching Recovery instruments that have informed each county’s approach to utilization and capacity management. The discussion will focus on implementation challenges and county strategies to overcome those barriers, including the role of clinical supervisors in data management, balancing clinical judgment and instrument data to create support for clinical decision-aids.

3:20pm – 3:30pm

## **Break**

3:30pm – 5:00pm

## **County to County - How to Aim for Excellence When the Target Keeps Changing**

**Twylla Abrahamson, PhD**, Deputy Director, Health and Human Services, Children's System of Care, Placer County

This session has been designed to capitalize on the broad range of experience from all attendees who represent a diverse cross section of mental health and substance use disorder quality improvement coordinators, compliance officers, and support personnel. The questions will cover those solicited in advance and during the conference itself. A preliminary perspective will be given by the facilitator/presenter who represents a medium sized county, has worked in a large sized county, and has also worked at an organizational provider site. This will be followed by input from other attendees, and those who are most knowledgeable about the issue. The questions raised will cover a broad range of topics that have been submitted by QI Coordinators and Compliance Officers across the state throughout the year, both technically challenging and covering some basics.

**Friday, March 18, 2022**

8:15am – 8:30am	<b>Welcome and Introductions</b>
8:30am – 9:30am	<b>Law and Ethics</b> <b>Linda Garrett, JD</b> , Partner, Garrett Law LLP <b>Andrew Garrett, JD</b> , Partner, Garrett Law LLP  This will be a three-hour (3 CEs) webinar presentation, with time for questions and discussion during and following each topic. We will focus on new laws, caselaw and regulations that will impact healthcare providers and their patients. We will also review confidentiality rights and issues related to implementation of AB 133.
9:30am – 9:45am	<b>Break</b>
9:45am – 11:15am	<b>Continue Law and Ethics</b>
11:15am – 11:30am	<b>Break</b>
11:30am – Noon	<b>Continue Law and Ethics</b>
Noon – 12:05pm	<b>Wrap up and Close Conference</b>



## 2022 CalQIC Planning Committee

**Rob George, LCSW**

**Chair**

Senior Mental Health Services Manager  
*Solano County HSS Behavioral Health*

**Debbie Innes-Gomberg, PhD**

**Co-Chair**

Deputy Director  
*Los Angeles County Department of Mental Health  
Quality, Outcomes and Training Division*

**Twylla Abrahamson, PhD**

Deputy Director  
*Placer County Health & Human Services, Children's  
System of Care*

**Maureen Dopson, LMFT**

Quality Improvement Administrator  
*Riverside University Health System – Behavioral  
Health*

**Heather Williams**

Coordinator of Admin & Legislative Analysis  
Quality Improvement Division  
*Kern County Behavioral Health and Recovery  
Services*

**Elizabeth Vasquez, MBA, CHC**

Compliance Officer  
*Fresno County Department of Behavioral Health*

**Donna Bickham, LCSW**

Deputy Director  
Quality Assessment & Performance Improvement  
& Access Managed Care  
*San Joaquin County Behavioral Health Services*

**Wendy Wheelwright, LMFT**

Adult Services Section Manager  
Behavioral Health Division  
*Department of Health Services Sonoma County*

**Nathan Hobbs, LCSW**

Quality Improvement Manager  
*Sonoma County Behavioral Health*

**Tova Sweet, LMFT**

Program Manager II  
Behavioral Health Services Department  
*County of Santa Clara Health System*

**Mary Kate Whall, LMFT**

Quality Improvement Supervisor  
*Solano County HSS Behavioral Health*

**LyNetta Shonibare, PsyD**

Supervising Psychologist – Quality Improvement  
*Los Angeles County Department of Mental Health  
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**Jenn Stofa, LMFT**

Assistant Director  
*Butte County Department of Behavioral Health*

**Katherine Martinez Rexroat LMFT**

Clinical Supervisor, Managed Care Division  
*Department of Behavioral Health*