



CALIFORNIA DEPARTMENT OF  
**Mental Health**

**Emily Q Settlement Team:  
TBS Accountability, Communications,  
and Training (*Super TACT*)  
Task Group**

**Charter  
June 2009**

Version 1.00

<b>Introduction</b>	<p>In June 2009, the California Department of Mental Health (DMH) combined the Emily Q Accountability Structure Implementation Strategy task group (ASIS) and the Technical Assistance, Communication, and Training task group (prior TACT). Due to the State fiscal situation, loss of staff resources, and the recognition that both task groups were addressing similar and integrated issues, the two Task Groups were united to form the TBS Accountability, Communications, and Training (new TACT) Task Group. In order to meet the requirements of the Nine Point Plan, and specifically the Exit Strategy court order, the new TACT group will address the scope identified in both prior task groups.</p> <p>The original task groups were proposed in October 2008 as part of the Emily Q Settlement Team Nine-Point Plan submitted to the Court on September 24, 2008. This plan was approved by the Honorable A. Howard Matz, U.S. District Judge, Central District of California, on November 14, 2008. Under the leadership of Special Master Richard Saletta, membership was drawn from the State Departments of Mental Health and Health Care Services, county mental health plans, plaintiffs, providers, consumers and family members, and contractors.</p> <p>The new TACT task group will create and monitor the development of an accountability structure per the approved Nine-Point Plan. The task group will also create a plan and implement technical assistance and training for partners and stakeholders in relation to the improvements in TBS services. The task group is also responsible for coordinating communications regarding these services.</p>
<b>Mission/Goals</b>	<p>To support the implementation of the Emily Q Settlement Team Nine Point Plan.</p> <p>Develop a TBS accountability structure that achieves: 1) better outcomes, 2) an improved review process, and 3) increased utilization. Develop a TBS Training and Technical Assistance Plan, corresponding best practices and documentation manuals, and an outreach plan to reach all class members and provider organizations and agencies serving members of the class.</p> <p>TACT will adopt the Emily Q Settlement Team’s standard criteria for success:</p> <ul style="list-style-type: none"> <li>• Do-able.</li> <li>• Not let the perfect be the enemy of the good.</li> <li>• Within the law and Court Order.</li> <li>• Increase utilization.</li> <li>• Decrease disproportionality between counties.</li> <li>• Evidence of improvement: Quantitative and qualitative.</li> <li>• Aligned with the interests.</li> <li>• Simplicity.</li> <li>• Sustainability.</li> <li>• Faster service access.</li> </ul>

<b>Guiding Principles</b>	<ul style="list-style-type: none"> <li>• A focus on practice and quality improvement rather than compliance and disallowances;</li> <li>• Achieving the greatest good for the greatest number of Emily Q class members</li> <li>• Accountability to the class, the Court Order, and Medi-Cal requirements;</li> <li>• Inter-agency collaboration;</li> <li>• Key outcomes with best practices and measures;</li> <li>• Information that is accessible, reliable, valid, meaningful, understandable, and that have maximum value and utility to all stakeholders;</li> <li>• Parents/caretakers/clients are to be extensively involved in this planning and implementation process;</li> <li>• Utilization of new technologies will enhance training, communications, and technical assistance efforts; and</li> <li>• It is important to reach the affected class of consumers and their supports, stakeholders, professionals, and government partners.</li> </ul>
<b>Task Force Objectives</b>	<ul style="list-style-type: none"> <li>• The TBS Accountability Structure requires that CDMH work with all county MHPs through a continuous quality improvement process designed to increase Emily Q class access to appropriate TBS services.</li> <li>• Sufficient accountability structures will be in place to accurately and effectively monitor all county MHPs and provide transparency and visibility to the Court and all other stakeholders;</li> <li>• Better data reporting and decision making; the Plan identifies core minimum data elements that document TBS access, utilization, and behavioral and institutional risk.</li> <li>• Increased and improved TBS in all counties;</li> <li>• Expanded training statewide;</li> <li>• Increased county participation;</li> <li>• Increased compliance with program and fiscal audit requirements;</li> <li>• Better outcomes and quality of services;</li> <li>• Increased TBS access and utilization statewide;</li> <li>• Focus on reaching class members and those involved in helping class members obtain services that are currently unknown to the MHPs.</li> <li>• Partner with other organizations for electronic links and outreach.</li> <li>• Promote the dissemination of information regarding the availability of TBS and how to access the service as class members.</li> </ul>
<b>Workgroup Organization</b>	<p>The Executive Sponsor for this task group is:</p> <ul style="list-style-type: none"> <li>• <b>Stan Bajorin</b>, Acting Chief Deputy Director, DMH</li> </ul> <p>The Chair of this task group is:</p> <ul style="list-style-type: none"> <li>• <b>Sean Tracy</b>, Chief – Office of Strategic Planning and Policy, DMH</li> </ul> <p>The lead analyst for this task group is:</p> <ul style="list-style-type: none"> <li>• <b>Catherine Hendon</b>, Analyst – Office of Strategic Planning and Policy, DMH</li> <li>• <b>Sulayman Konte</b>, Analyst – Special Support, DMH</li> </ul>

<b>Deliverables</b>	<ul style="list-style-type: none"> <li>• A formal accountability structure implementation strategy.</li> <li>• The TBS accountability process will begin in January 2009 and continue until December 31, 2010 at which time it is contemplated the Court would terminate jurisdiction.</li> <li>• It is expected that CDMH will provide additional support, administrative direction, and graduated consequences for Level II counties to be determined in the exit criteria.</li> <li>• DMH shall establish a comprehensive training plan and process</li> <li>• DMH shall develop, publish, and endorse written manuals and other media materials that accompany the training effort (working in collaboration with contractor, CiMH).</li> <li>• Develop a manual for chart documentation and audit procedures.</li> <li>• Develop a manual for TBS best practices.</li> <li>• Adopt an electronic information dissemination strategy.</li> <li>• Special reports and presentations as determined by task group members and as resources allow.</li> <li>• Document progress as the task group moves toward their goals and objectives; and a plan to communicate strategies with the larger Emily Q Settlement Team.</li> </ul>
<b>Scope Inclusions</b>	<ul style="list-style-type: none"> <li>• TBS Accountability focuses on four key questions: <ol style="list-style-type: none"> <li>1. Are the children and youth in the county who are Emily Q class members and who would benefit from TBS, getting TBS?</li> <li>2. Are the children and youth who get TBS experiencing the intended benefits?</li> <li>3. What alternatives to TBS are being provided in the county?</li> <li>4. What can be done to improve the use of TBS and/or alternative behavioral support services in the county?</li> </ol> </li> <li>• TBS Outreach and Engagement</li> <li>• TBS Training</li> <li>• TBS Best Practices</li> <li>• Coordination of Care</li> </ul>
<b>Stakeholders</b>	<ul style="list-style-type: none"> <li>• Administrative Office of the Courts</li> <li>• Attorney General's Office</li> <li>• Child Welfare</li> <li>• Consumers</li> <li>• Counties</li> <li>• Cultural Competency Organizations</li> <li>• Department of Health Care Services</li> <li>• Department of Mental Health</li> </ul>

	<ul style="list-style-type: none"> <li>• Family and Youth</li> <li>• Mental Health Planning Council</li> <li>• Plaintiffs</li> <li>• Probation Departments</li> <li>• Providers</li> <li>• Special Master/Court</li> <li>• TBS class</li> </ul>
<p><b>Authority</b></p>	<ul style="list-style-type: none"> <li>• Under the Order of the Honorable A. Howard Matz, U.S. District Judge, Central District of California, a Nine-Point Implementation Plan was approved and specific contractors authorized to carry out this work on November 14, 2008. The order and Plan can be found on the DMH TBS website (<a href="http://www.dmh.ca.gov/Services_and_Programs/Children_and_Youth/EPSTDt.asp">http://www.dmh.ca.gov/Services and Programs/Children and Youth/EPSTDt.asp</a>).</li> <li>• This TACT task group is supporting the implementation of Points 3 and 6-8 of the approved Plan.</li> </ul>
<p><b>Member Roles and Responsibilities</b></p>	<p>The task group is responsible for providing the deliverables specified in this Charter. As such, members are asked to:</p> <ul style="list-style-type: none"> <li>• Participate fully in monthly meetings.</li> <li>• Read and consider materials to prepare for task group Meetings.</li> <li>• Complete assignments.</li> <li>• Provide expertise, guidance, and organizational information.</li> <li>• Bring issues and information that impact the task group to the table.</li> <li>• Work in a collaborative, constructive, and thoughtful manner.</li> <li>• Inform members of any administrative, legal, regulatory, political, or program issues that can support or detract from the task group mission and success.</li> </ul>
<p><b>Workgroup Management</b></p>	<ul style="list-style-type: none"> <li>• The details of the project management process are to be defined by the task group Chair.</li> <li>• Members will identify business needs, documentation, and processes that will support the task group's success.</li> <li>• The task group will conduct evaluations every 3 months to determine progress, obstacles, and successes of the task group.</li> <li>• Meetings will be scheduled monthly through 2009-2010</li> </ul>

<b>Communication Plan</b>	<ul style="list-style-type: none"> <li>• Any reports or updates produced will be communicated to the Emily Q Settlement Team on a monthly basis.</li> <li>• The chair and task group analyst will make every effort to inform and communicate with other initiatives impacting the task group mission/goal.</li> <li>• The DMH Website will be utilized to host information about the task group. Other organizations are encouraged to link to this resource.</li> </ul>

<b>Task Group Roster</b>		
<b>TACT Members</b>	<b>Organization</b>	<b>Title</b>
<b>Melinda Bird</b>	ACLU Foundation of Southern CA	Senior Counsel
<b>Ismael Castro</b>	CA Attorney General's Office	Deputy Attorney General
<b>Olivia Celis</b>	Department of Mental Health Los Angeles County	Deputy Director, Children SOC
<b>Lyn Farr</b>	EMQ Families First – TBS Provider	Regional Vice President
<b>Glenn Fujii</b>	California Department of Mental Health	Associate Mental Health Specialist
<b>Joe Ford</b>	Five Acres	
<b>Marc Grimm</b>	California Department of Mental Health	Manager, Data and Evaluations
<b>Catherine Hendon</b>	DMH, Office of Strategic Planning and Policy	Policy Analyst; Task Group support
<b>Don Kingdon</b>	CA Mental Health Directors Association	Deputy Director
<b>Dina Kokkos-Gonzales</b>	California Department of Health Care Services	Chief, Waiver Unit
<b>Sulayman Konte</b>	California Department of Mental Health	Staff Mental Health Specialist; Task Group support
<b>John Krause</b>	California Department of Health Care Services	Senior Counsel
<b>Rita McCabe</b>	DMH, Community Services Division	Chief, Program Development Support
<b>Chris Medrano</b>	DMH, Program Compliance	MH Specialist
<b>Carolynn Michaels</b>	California Department of Mental Health	Program Administrator, Program Compliance
<b>Jonathan E. Nibbio, LMFT</b>	Family Care Network, Inc.	Deputy Director/Director of Clinical Services
<b>Linda Nunn</b>	EMQ Families First	Associate Director, Licensed MFT
<b>Nancy Pena</b>	Santa Clara County Mental Health	Director
<b>Jim Preis</b>	Mental Health Advocacy Services, Inc.	Executive Director

<b>Cynthia Robbins-Roth</b>	Edgewood Turning Point Program	Parent/Family Partner
<b>Cynthia Rodriguez</b>	California Department of Mental Health	Chief Legal Counsel
<b>Carol Sakai</b>	California Department of Mental Health	Chief, Medi-Cal Oversight South
<b>Rick Saletta</b>	Emily Q Settlement Team	Special Master
<b>Gail Schifsky</b>	Department of Mental Health	Staff Mental Health Specialist; Task Group support
<b>Nicette Short</b>	California Alliance of Child and Family Services	Senior Policy Advocate, Director of Grassroots Advocacy
<b>George Siler</b>	Youth for Change – TBS Provider	Executive Director
<b>Tom Sodergren</b>	Community Based Services, Casa Pacifica	Practitioner, Assistant Director
<b>Sean Tracy</b>	DMH, Strategic Planning and Policy	Chief & Task Group Chair
<b>Melinda Vaughn</b>	Department of Justice	Deputy Attorney General
<b>Barbara Zweig</b>	DMH, Legal Services	Senior Legal Counsel
<b>Consultant Team</b>		
<b>Sheila Baler</b>	APS Healthcare	Executive Director
<b>Bill Carter</b>	California Institute of Mental Health (CiMH)	Deputy Director
<b>David Gray</b>	Emily Q Settlement Team	Consultant
<b>Steve Korosec</b>	Emily Q Settlement Team	Consultant
<b>Todd Sosna</b>	California Institute for Mental Health	Consultant

<b>Charter Acceptance</b>	
<b>Executive Sponsor</b>	<b>Stan Bajorin, Acting Chief Deputy Director, DMH</b>
Date: [signed 7-28-09]      Signature: [original signed by Stan Bajorin]	

<b>Document Control</b>	
<b>Revision # / Date</b>	<b>Revision Description</b>
1.00 / June 19, 2009	Prior ASIS and TACT rosters are combined to form one roster.
1.00 / July 8, 2009	Version 1.00 approved and adopted by members.