



## Agenda

### Tuesday October 1

**12:00 pm**  
**Coral Foyer**

#### **Registration Open**

Come see us for your badges, FAQs, or CE information.

**1:00 pm – 4:00 pm**  
**Peninsula/Pacific**

#### **Members-Only Policy Workshop**

Our Director of Policy and Legislative Affairs will present our 2020 Policy Platform and lead members in workshop exercises to help ascertain how CBHA can work collaboratively with partners to achieve our goals. CBHA member organizations deserve for their interests to be well represented at the State Capitol, and this is an opportunity to participate in the policy development process in order that CBHA staff can advocate effectively and successfully on your behalf.

**5:00 pm – 7:00 pm**  
**SóL**

#### **CBHA Member Reception**

Join your fellow member agencies for a relaxing evening with appetizers and cocktails.

We thank Business Associate Member Nonstop Wellness for arranging a delicious Boba Bar!



### Wednesday October 2

**7:30 am**  
**Coral Foyer**

#### **Registration Open**

Come see us for your badges, FAQs, or CE information.

**8:00 am – 9:00 am**  
**Seascape Ballroom Foyer**

#### **Breakfast is available near Exhibitors Hall in the Seascape Ballroom**

Meet the exhibitors and find the next solution to your agency's toughest challenges!

**8:45 am – 10:30 am**  
**Peninsula/Pacific**

#### **Opening General Session**

##### Opening Remarks:

*Paul Curtis*, CBHA Executive Director

*Stuart Buttlair*, PhD, Kaiser Permanente

Supervisor Mark Ridley Thomas will provide opening comments.

##### Keynote Speakers:

*Kelly Pfeifer*, MD, Deputy Director for Behavioral Health, DHCS

*Chuck Ingoglia*, President & CEO, National Council for Behavioral Health

**10:30 am – 11:00 am Break**

**11:00 am – 12:00 pm Session A**

**Marina**

**Supervised Consumption Services: Safe Injection Facilities**

*Laura Thomas, MPH, MPP, Director of Harm Reduction Policy, San Francisco AIDS Foundation*

*Vitka Eisen, President & Chief Executive Officer, HealthRIGHT360*

Supervised consumption services, also called safe injection facilities and overdose prevention services, have been in place for decades in other countries, but are a recent topic in the United States. The overdose crisis has generated new interest in them, and California has a bill (AB 362) that would allow some jurisdictions to authorize them. This workshop will explore the research and evidence regarding the services, with a focus on behavioral health outcomes, including changes in substance use. It will review the history of the programs, the impact that they have had in communities where they operate, and the current status of legislation and other advocacy efforts in the US, especially in California.

**Esplanade**

**Stronger Together: How Provider Associations Increase Effectiveness**

*Elisa Koff-Ginsborg, Executive Director, Behavioral Health*

*Contractors' Association of Santa Clara County*

*Erin O'Brien, Chief Executive Officer, Community Solutions*

*Joan Baran, Ph.D., Director of Community Clinic, Children's Health Council*

Would a rate increase help you recruit and retain staff? Come learn how this was achieved with county provider association advocacy. This workshop will describe how to build a strong association, review challenges and how to address them, focus on important aspects of governance, and provide concrete examples of benefits such as information exchange, support and advocacy. A case study of BHCA successfully advocating for a 12% percent rate increase will be highlighted.

**Catalina Room**

**The Role of Behavioral Health Providers in Promoting the Wellbeing of Immigrant Families and their Children**

*Mayra E. Alvarez, President, The Children's Partnership*

*Carolina Valle, Policy Manager, California Pan-Ethnic Health Network*

*Terri Villa-McDowell, Senior Human Relations Consultant, Los Angeles County Workforce Development, Aging & Community Services/Commission on Human Relations*

This presentation will present original research findings from two reports: Healthy Mind, Healthy Future, a project of The Children's

Partnership and the California Immigrant Policy Center, and Accessing Mental Health in the Shadows: How Immigrants in California Struggle to Get Needed Care, a project of The California Pan-Ethnic Health Network. These reports examine the impact of current immigration enforcement policies and the anti-immigrant climate on the health and wellbeing of children and adults in immigrant families in California, including the challenges of accessing health care. In addition to the findings from the research projects, the presentation will also discuss recommended policy and programmatic strategies, and existing efforts at the state and local level seeking to address these challenges. The presentation will highlight Los Angeles County as an example and offer opportunities for other counties to learn and discuss ways to engage. The presentation will also identify and start a discussion on opportunities to implement community-based and provider-based strategies that address the behavioral health needs of children and adults in immigrant families.

### **Bay Room**

#### **Cracking the Code of Medication Adherence: Leveraging Pharmacy to Improve Health Outcomes and Consumer Engagement**

*Brittany Ulrich*, PharmD Site Development Director, Genoa Healthcare  
*Amanda Vesely*, PharmD Site Development Director, Genoa Healthcare

Studies have consistently shown a correlation between increased medication adherence and decreased hospitalizations. A decrease in hospitalizations means lower overall healthcare costs. National averages for medication adherence rates have been reported anywhere from 20 to 70 percent. Pharmacists – who interact daily with patients living with complex, chronic conditions, including mental illnesses and substance use disorders – are a critical, yet underutilized, resource for improving medication adherence. A recent study by the RAND Corporation cited 50 percent adherence for anti-psychotic medications. Integrated pharmacies within community mental health centers have demonstrated consistent adherence rates of over 90 percent. Higher medication adherence leads to better patient outcomes and lower hospitalization rates.

### **Redondo 1**

#### **Using QI to Address the Complex Challenges Facing Behavioral Health Providers**

*Karin Kalk*, Director, California Institute for Behavioral Health Solutions (CIBHS)

*Amy McIlvaine*, Senior Associate, CIBHS

*Claudia Murillo*, Chief Operating and Compliance Officer, House of Hope, San Pedro

*Brandy Gadino*, CRI Help, Quality Improvement, Beacon Health Options Assistant Vice President of Quality

This workshop will focus on how Quality Improvement (QI) is a central, necessary capability to reliably deliver high value to clients and to be prepared for the move to value-based reimbursement. It will include descriptions of how to shift from pursuing quality through inspection to achieving it through process improvement and system design. QI capabilities described will include use of data to inform decision making and guide improvement activities, testing changes and implementing them when proven successful, applying systems thinking to pursue highly effective changes, and generally promote a culture of experimentation and learning. The session will include specific examples of using these techniques to achieve desired improvement in performance.

**Redondo 2&3**

**Session 1: The Drivers Shaping the Movement to a Value-Based Contracting Business Model**

*Ken Carr, Senior Associate, OPEN MINDS*



The complex consumer service market has shifted from the traditional fee-for-service business model to one focused on delivering and demonstrating value to payers and consumers. An understanding of these factors can help leaders transition their organizations to a new, sustainable, value-based business model – creating new, innovative services, and linking reimbursement to performance outcomes.

**12:00 pm – 1:00 pm**  
**Seascape Ballroom**  
**Foyer**

**Lunch will be available near Exhibitors Hall in the Seascape Ballroom**

Visit the exhibitors and learn about the latest innovations created to save your agency money and your staff precious time!

**1:00 pm – 2:00 pm**  
**Peninsula/Pacific**

**Afternoon General Session**

**Panel on the Intersection of Homelessness and Behavioral Health**

Panel Moderator:

*Paul Curtis, Executive Director, CBHA*

Panelists:

*Frank McAlpin, DSW, LMSW, Program Manager, Youth Center on Highland, Los Angeles LGBT Center*

*Christina Miller, Ph.D., President and CEO, Mental Health America of Los Angeles*

*Sharon Rapport, The Corporation for Supportive Housing*

*Stan Rushing, Vice President, Hathaway-Sycamores*

Member agencies and local homeless advocates will discuss current challenges, programs, resources, and solutions to guide efforts in improving outcomes and providing the homeless community the resources they need.

**2:00 pm - 2:15 pm**

**Break**

**2:15 pm - 3:15 pm**

**Session B**

**Marina**

**Integrating Medications for Addiction Treatment (MAT) into Whole Person Care**

*Ken Bachrach, Ph.D., Clinical Director, Tarzana Treatment Centers, Inc.*

*José C. Salazar, DrPH., Director of Program Development and Contract Compliance, Tarzana Treatment Centers, Inc.*

This workshop will examine the importance and value of offering MAT services in SUD and other health treatment settings including mental health, primary medical care and Hospital ED's. The presenters will review medications for addiction treatment and how these medications can be used as part of whole person, integrated care.

**Esplanade**

**Using Data to Reverse the Impacts of Adverse Childhood Experiences**

*Lorry Leigh Belhumeur, Ph.D., Chief Executive Officer, Western Youth Services*

*Sheri Chaney Jones, President, Measurement Resources Company*

Adverse childhood experiences (ACEs) pose significant threat to development and long-term health. Impacts of ACEs are prevented through responses that foster resiliency. Presenters share a collaborative model proven to build resiliency, reverse the impact of ACEs, and save taxpayer dollars. Participants will learn how to enhance collaboration to improve outcomes.

**Catalina Room**

**How Telepsychiatry is Solving the Psych Shortage**

*Jonathan Evans, CEO, innovaTel Telepsychiatry*

*Dr. Liberty Eberly, Chief Medical Officer, innovaTel Telepsychiatry*

The psychiatric shortage is well documented in the US, as a result, many patients do not receive needed mental health treatment, despite the fact that mental health conditions top the list of most costly medical conditions. Efforts to improve access to mental health care are limited by structural/regulatory barriers in addition to the limited supply of clinicians. One fundamental solution to the supply/demand equation is the acceptance of telepsychiatry as a modality of care. The American Psychiatry Association has indicated that telepsychiatry delivers outcomes the same as the traditional model. The presentation will review actual experience of providing telepsychiatry services in community-based clinics.

**Bay Room**

**A Collaborative and Intersectional Approach to Gender-Based Violence**

*Perla P. Flores, JD, MPA, Director of Domestic Violence, Sexual Assault and Human Trafficking Services, Community Solutions*  
*Erica Elliott, MSW, Sexual Assault and Prevention Program Manager, Community Solutions*

Violence against women can take many forms and generate complex intersections. Providing trauma-informed, victim-centered, and empowerment-based support requires screening for, and addressing, different types and intersections of victimization. It is imperative that service providers, law enforcement, substance abuse counselors, etc. screen and support abuse survivors in a nuanced and holistic manner.

**Redondo 1**

**All About the Base: Engaging Your Staff and Leaders in Advocacy**

*Bethany Snyder, Nonprofit Advocacy Consultant, Snyder Strategies*

As a behavioral health provider and a leader of your agency, you hold tremendous power to engage your staff, clients, and colleagues to ensure behavioral health is not left behind in DC or Sacramento. During this session, you'll realize the power you hold in your community, how to leverage it to advance your advocacy goals, and how to use it to engage your staff, clients, colleagues, and community.

**Redondo 2&3**

**Session 2: Thriving with Managed Care: Organizational Competencies & Best Practices for Succeeding with Managed Care**

*Ken Carr, Senior Associate, OPEN MINDS*

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In an evolving managed care marketplace new payer service delivery requirements and expectations are changing the way community mental health provider organizations deliver traditional mental health services. To be successful in this environment, provider organizations must be managed-care ready and positioned as a "preferred provider" in an increasingly competitive market – including the development of competencies in marketing, contract negotiation, outcomes management and revenue cycle management.

**3:15 pm – 3:45 pm**

**Break**

**3:45 pm – 4:45 pm**

**Session C**

**Marina**

**Generating Movement Toward Recovery-Oriented Outcomes Through Integrated Evaluation and Practice Implementation**

*Rick Goscha, Ph.D., Sr. Vice President, California Institute for Behavioral Health Solutions (CIBHS)*  
*Samantha Spangler, Ph.D., Director of Evaluations, CIBHS*

This presentation will show how an evaluation strategy built into the implementation process for Strengths Model case management helps organizations stay focused on and facilitate movement toward key recovery-oriented outcomes. Data drawn from simple client-centered practice tools become powerful measures of whether our case management services are aligned with what is most important and meaningful to the people we serve.

**Esplanade**

**An Anti-Immigrant Era's Effect on Behavioral Health and How CHW's/Promotoras Can Help**

*Elizabeth Oseguera*, Associate Director of Policy, California Primary Care Association

*Gabrielle Lessard*, Senior Policy Attorney, National Immigration Law Center

The current political environment has created a hostility for immigrant communities, impacting patients' mental health and, subsequently, how safe they feel accessing health care. In response, we've developed sample policies and messaging strategies to help ease the fears of our patients, while also incorporating CHWs to improve health behaviors and outcomes, particularly for racial and ethnic minority communities.

**Catalina Room**

**Is Our Public Mental Health System Serving the Needs of Older Adults?**

*Susan Morris Wilson*, Executive Committee, California Behavioral Health Planning Council

*Janet C. Frank*, Faculty Associate, UCLA Center for Health Policy Research

Older Californians with behavioral health care needs are underserved and often not involved in key stakeholder planning processes. Data about older adult services is not robustly collected, yet is vital. This session will discuss common myths, present research findings, and focus on recommendations for improvement in behavioral health care delivery.

**Bay Room**

**Demystifying Health Centers to Improve Integration**

*Allie Budenz*, MPA, Assistant Director of Quality Improvement, California Primary Care Association

*Wendi Vierra*, PhD, Director of Operations - Behavioral Health, Neighborhood Healthcare

*Marty Adelman*, Behavioral Health Program Manager, Health Quality Partners

Presenters will discuss how community health centers (CHC) and community based behavioral health organizations can leverage policy opportunities and promising practices to improve care coordination and integration. Content will describe CHCs role in the physical and behavioral health care continuum; and present results from an integration pilot in San Diego.

**Redondo 1**

**Medication Assisted Treatment (MAT) - Addressing the Opioid Epidemic**

*Chelsea Kelleher*, MPP, Senior Policy Consultant, Harbage Consulting  
*Don Kingdon*, Ph.D, Principal, Behavioral Health Policy, Harbage Consulting

Nationally, 2.1 million people struggle with opioid addiction, and MAT is a proven treatment option. This presentation will include an overview of MAT, tips to combat stigma, a summary of California's efforts to address the epidemic, and highlight resources tailored to the SUD workforce to promote access to MAT.

**Redondo 2&3**

**Session 3: Are You Ready for Value-Based Reimbursement? An Executive Guide for Assessing Readiness in a Value-Based Market**

*Ken Carr*, Senior Associate, *OPEN MINDS*

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The shift away from traditional fee-for-service reimbursement models to value-based reimbursement (VBR) has turned “business as usual” on its head for many specialty provider organizations. This move to VBR requires the development of a new organizational infrastructure, as well as new technical and financial competencies to make the transition successful. Developing these new functional capabilities is key to sustainability and success.

**5:00 pm – 7:00 pm**  
**Harbor Terrace**

**BHCalCon Welcome Reception**

Join your colleagues for a chance to visit and unwind with appetizers and refreshments.

**genOa**  
healthcare

*Thank you to Genoa Healthcare for sponsoring the reception!*

**Thursday October 3**

**7:30 am**  
**Coral Foyer**

**Registration Open**

Pick up your badge, ask us a question or check in for CEs.

**8:00 am – 9:00 am**  
**Seascape Ballroom**  
**Foyer**

**Breakfast is available near Exhibitors Hall in the Seascape Ballroom**

Visit the exhibitors and learn about the latest innovations created to save your agency money and your staff precious time!



**9:00 am – 10:30 am**  
**Peninsula/Pacific**

**Morning General Session**

**Panel Discussion: Innovative Strategies for School Based Mental Health Programs**

Panel Moderator:

*Dr. Le Ondra Clark Harvey*, Director of Policy and Legislative Affairs

Panelists:

*Eleanor Castillo Sumi*, Ph.D., BCBA-D, Vice President, Research and Program Development, Uplift Family Services

*Lisa Einsenberg*, Policy Director, California School Based Health Alliance

*Toby Ewing*, Executive Director, Mental Health Oversight and Accountability Commission

*Monica Nepomuceno*, Education Programs Consultant, California Department of Education

*Laura Wasco*, Legislative Director and Advocate, Ball/Frost Group

*Andrea Zimmerman*, Wellness Together

*Ivan Rodriguez*, LCSW, Program Director, Visalia Youth Services

**10:30 am – 10:45 am**    **Break**

**10:45 am – 11:45 am**    **Session D**

**Marina**

**The Youth Mental Health Imperative for Expanding Early Access to Mental Health Care**

*Ana Lilia Soto*, MA, Youth Outreach Specialist, Stanford/Center for Youth Mental Health

This workshop will highlight allcove, an integrated youth services model that focuses on mental/physical health, substance abuse treatment, supported education/employment, and family/peer support. The history and rollout of allcove, role of community partnerships, and the integration of youth voice in the development and implementation of the model will be discussed.

**Esplanade**

**Moving Medi-Cal Toward Behavioral Health Integration**

*Kim Lewis*, Managing Attorney, National Health Law Program

*Héctor Hernández-Delgado*, Staff Attorney, National Health Law Program

Medi-Cal's fragmented behavioral health delivery system often acts as a barrier to accessing necessary services. This session will analyze recent developments aimed at integrating Medi-Cal's behavioral health system by implementing specific care coordination protocols, increasing quality reporting for behavioral health, and improving data-sharing among entities that provide behavioral health services.

## **Catalina Room**

### **Fostering a Culture of Data: Supporting Organization-Wide Efforts in Collecting and Incorporating Consumer Satisfaction Data**

*Mollie Sternberg*, Senior Research Analyst, Hathaway-Sycamores Child and Family Services

*Natalie Gallardo*, Research Assistant, Hathaway-Sycamores Child and Family Services

Consumer-centered care is a key component of many healthcare missions; however, implementation science research indicates many organizations struggle to effectively collect and subsequently incorporate consumer feedback. Hathaway-Sycamores, a community mental health provider, will use its experiences to guide attendees on sustainably integrating consumer-centered feedback into their organization's data-culture.

## **Bay Room**

### **Artistic Expression in Residential Treatment**

*Jaimee Hartman*, PsyD, LMFT, Director of Mental Health, HealthRIGHT360

*Sarah Peklo*, LMFT, Mental Health Therapist, HealthRIGHT360

*Taylor Moore*, PsyD, Mental Health Therapist, HealthRIGHT360

Arts education can improve cognitive, social, and personal functioning through exploration and self-expression. Studies have shown that artistic expression helps improve self-worth, confidence, and issues with empowerment. Groups such as Art Therapy and The Prison Project in residential substance use disorder treatment have helped to improve morale in the overall community as well as improving individual resident's capacity for tolerance, emotional regulation, empathy, and inter-racial acceptance. During this workshop we will present information regarding the rationale behind arts programs in residential treatment, data from participants involved in various arts programs, explanation of the methods used in the groups, and finally how to navigate providing such treatment given the challenges of residential substance use disorder treatment.

## **Redondo 1**

### **Trauma-Informed Transformation: An Organizational Journey**

*Melissa Santos*, BSW, Senior Director of Professional Development & Organizational Initiatives, Community Solutions

*Lisa Colliss*, LCSW, Clinical Supervision & Training Manager, Community Solutions

Most understand trauma and work to ensure that services to clients are trauma-informed. Many are aware that we must create a work environment that is responsive to staff's traumatic experiences. This workshop will take you through one organization's journey of transformation as it works to be truly trauma-informed.

**Redondo 2&3**

**Session 4: Bridging the Gap from Data to Data-Driven Performance**

*Ken Carr, Senior Associate, OPEN MINDS*



Driving performance is essential for success in a value-based reimbursement market. Organizations need not only data, but the ability to turn that data into actionable information by an informed, empowered workforce to drive performance outcomes. In addition to contract specific outcomes, there are key measures that every organization should be monitoring to gauge effectiveness in their service market.

**12:00 pm – 1:15 pm**

**Peninsula/Pacific**

**Seated Luncheon**

*Remarks and Resolution presented by Senator Ben Allen*

**1:15 pm – 1:30 pm**

**Break**

**1:30 pm – 2:30 pm**

**Session E**

**Marina**

**Alternative Insurance Programs for Nonprofits and Four Steps to Controlling Workers Compensation Losses**

*Brenda Zepeda, Area Vice President, Arthur J Gallagher*

*L.J. Battagliese, Area President, RPS MONUMENT Risk Placement Services*

This presentation will teach you a proven method for improving your workers comp experience. You will learn a 4-step approach to help you identify the root causes of loss of your organization that will help you create an effective safety program. As a result of attending this training you will be able to get a deeper understanding on what is needed to evaluate and diagnose the deficiencies in your current safety program. You will walk away with a deeper understanding of how self-insured programs work and evaluate if the cost savings outweigh the risk.

**Esplanade**

**Demystifying Stigma in Mental Health for The Older Adult Community; Success of the Prevention and Early Access for Seniors (PEAS) Program**

*Tracee Stacy, Education & Outreach Specialist, Choice in Aging*

The Prevention and Early Access for Seniors program (PEAS) is a mental health case management program that identifies Older Adults 60+ in Solano County that are struggling to find and or maintain a positive quality of life. PEAS can provide comprehensive initial intake, referral to other County and community resources, brief and comprehensive case management, community based psychotherapy, and education/outreach services to both professionals and the community. Learn how the PEAS Program implemented universal

prevention strategies to address the high rates of depression, anxiety and isolation among seniors. Explore how the services delivered increase the likelihood that more people will get the intervention they need to avoid mental health challenges that could lead to crisis.

**Catalina Room**

**Safeguard Your Nonprofit Funding: How to Prepare for the Next Recession**

*Laura Achee*, Enrollment Manager, Unemployment Services Trust (UST)

This workshop teaches nonprofit leaders about the top HR and unemployment pain-points nonprofits are facing, as well as best practice tips on how to combat these costly concerns... regardless of the state of the economy! Participants will discover how to better manage unemployment claims while ensuring compliance with state laws.

**Bay Room**

**Utilizing Evidence Based Best Practices in Peer Run Behavioral Health Support Group Meetings**

*David Nufer*, Vice President, Depression and Bipolar Support Alliance of California

This presentation will showcase evidence based best practices to provide peer run behavioral health support groups for the mood disorder community. The talk will cover how an agency can develop a support group process and structure and what the benefits for clients. We will also share DBSA (Depression and Bipolar Support Alliance) California's new initiatives to partner more closely with providers and options for providing new services to the agencies interested in peer run support groups.

**Redondo 1**

**How a Trauma-Informed Care Wellness Guide Can Create Resilience Within the Workforce**

*Stacey Roth*, Executive Vice President and Chief Operating Officer, Hillside

*Josh Mathieu*, Workforce Development Specialist, Hillside

Want to nurture your staff? The mental health profession is a challenging and stressful one no matter what job role you assume. Learn how to integrate wellness into staff meetings by using the innovative Trauma-Informed Care Wellness Guide that offers 52 interactive Trauma-Informed Care (TIC) tips to build resilience among your workforce and help address difficult situations that may arise.

**Redondo 2&3**

**Panel Discussion**

Facilitated by *Monica Oss*, CEO of OPEN Minds

*Ken Carr*, Senior Associate, OPEN Minds

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This panel discussion, which will be facilitated by Monica Oss, CEO of OPEN Minds, will include California based provider organizations that have moved through the process of identifying a new value-oriented service solution, negotiated an agreement with payers and implemented the service. A technology expert will also provide insights into the role technology plays in implementing new services, including the key roles of collecting and analyzing data, sharing data internally and with other organizations, and creating a dashboard to drive results.

**2:30 pm – 2:45pm**

**Break**

**2:45 pm – 3:45pm**

Peninsula/Pacific

**Closing General Session**

Featured Speaker: *Monica Oss*, Chief Executive Officer, *OPEN MINDS*