



HEALTH AND HUMAN SERVICES

Mental Health and Developmental Disabilities Advisory Committee (MHDDAC) Meeting Minutes

February 18, 2025 from 12:15pm to 2:00pm

Present: *present

| Committee Members: | Staff: | Guests/Presenters: |
|------------------------------|-----------------|----------------------|
| * Megan Ramos – Chair | * Mary Starrett | McKenzie Klienstuber |
| Patrice Qualman – Vice Chair | * Jason Henness | |
| Pauline Metoxen | Stacey Toliver | |
| * Christopher Nickell | * Traci Dawson | |
| * Diana Fidler | Charlotte Tong | |
| Tiffany King | * Lisa Dillman | |
| Chris Brame | | |

Welcome, Attendance & Announcements (Megan Ramos)

- McKenzie Klienstuber: Compliance Specialist from Essential Services is exploring joining the meeting, and so joined as a guest today.
- Traci discussed the upcoming changes to the intake process following changes to the Certified Community Behavioral Health Clinic (CCBHC) criteria, which allows the assessment to be completed in 2 separate sessions. Basic information will be completed with an intake person in the 1st assessment session. The 2nd part, which will include more sensitive information and details about the person's presenting issues/challenges/concerns, will be completed with the assigned therapist.
- Mary asked whether we have enough therapists at our clinics – We do not.
 - Traci and Jason responded with details about how many open positions there are. If those were full, then there would likely be enough therapists. They explained that based on the good benefits, they hope to entice providers to apply and come work here at Yamhill County *or* promote advanced education among current staff (i.e., training/educational benefits).

Topic: Review of Customer Service Questions (Traci Dawson)

- Traci reviewed the Behavioral Health Customer Service Survey & the thought and planning process behind its creation. Discussed questions that could possibly be removed in order to make this shorter (such as #3 & 5) and language that could be modified to help with clarity

& improve the types of responses we are looking for.

- Suggestions from Christopher: 1) Send surveys in the mail and 2) have front desk staff hand the survey directly to clients.

Review of 2024 Data (Traci Dawson)

- HIPAA Reports & Breaches
- Data regarding internal audits
 - Amount of audited charts: 144
 - Amount of staff who were audited: 151
 - Question regarding what is meant by a staff audit, which Traci responded to by sharing that we look to those providers notes to see that they are including certain pieces of information
 - How many of those staff passed the audit: 102 (47 did not pass)
- Information regarding external audits, what this process looks like (of programs with whom we have behavioral health contracts), and which programs we will be auditing over the next year.
- Data regarding complaints & critical incidents (graphs were provided for both with the following information broken down by age group & particulars about the incidents/complaints).
 - Complaints: 22
 - 4 resulted in system changes
 - Critical Incidents: 32
 - 7 resulted in system changes

Review Critical Incidents/Complaints (Traci Dawson)

Traci discussed the internal process for critical incidents & complaints to an individual who attended today, interested in possibly joining the committee. Spoke to the sensitivity of the information provided and that confidentiality is expected (even with the information already being de-identified).

Critical Incidents:

- 1) June 2024 (Attempted Suicide)
Committee Discussion: No discussion.
Recommendations: No recommendations otherwise.
- 2) Nov. 2024 (Danger to Self & Others)
Committee Discussion: No discussion.
Recommendations: No recommendations otherwise.

Complaints:

- 1) N/A (Interaction with Provider)
Committee Discussion: No discussion.
Recommendations: No recommendations.

Planning Next Agenda

- Identify programs, resources, and community training
- Audit summaries shared for YCHHS Developmental & Disability Program and Behavioral Health Programs
- CCO Performance Metrics and Yamhill County Community Health Improvement Plan

NEXT MEETINGS:
September 16, 2025
November 18, 2025

Minutes prepared by: LD/TD