



**Riverside University Health System-Behavioral Health  
Adult System of Care Committee Meeting**

**MINUTES**

Lake Elsinore Adult BH Clinic 31764 Casino Dr. Ste 300, Lake Elsinore CA 92530  
& Hybrid

**Attendance on March 26, 2026**

**PRESENT**

**AREA OF REPRESENTATION**

|                       |                                                               |
|-----------------------|---------------------------------------------------------------|
| Brenda Scott          | NAMI Mt San Jacinto/Behavioral Health Commission Board Member |
| Jacqueline Markussen  | RUHS- Mid-County Adult BH Administration                      |
| Sheree Glidden        | RUHS- Mid-County Adult BH Administration                      |
| Kristen Duffy         | RUHS/BH/Consumer Peer Services                                |
| Eugenia V.            | Public                                                        |
| Julio G.              | Public                                                        |
| Charles C.            | Public                                                        |
| Manuel C.             | Public                                                        |
| Juan Koontz           | RUHS/BH/Consumer Peer Services                                |
| Carmela Gonzalez-Soto | RUHS/BH/Consumer Peer Services                                |
| Luis P.               | Public/Member                                                 |
| Jaime G.              | Public/Member                                                 |
| Adelle C.             | Public                                                        |
| Guadalupe O.          | Public                                                        |
| An Crisca F.          | Public/Member                                                 |
| Rosa M.               | Public                                                        |
| Alan Jimenez          | RUHS/BH/Lake Elsinore Clinic                                  |
| Annette Arias         | Virtual participant - RUHS/BH/Pathways                        |
| Elizabeth Lagunas     | Virtual participant - RUHS/BH/Pathways                        |
| Rebeckah Birkinsha    | Virtual participant - RUHS/BH/Older Adults                    |
| Kelly Grotsky         | Virtual participant - RUHS/BH/Adult Administration            |
| Dolores DeMartino     | Virtual participant - NAMI Temecula Valley                    |
| Kendra Theroith       | Virtual participant - RUHS/BH/Pathways                        |
| Tony Ortego           | Virtual participant - RUHS/BH/Older Adults                    |

## **WELCOMING REMARKS**

Brenda Scott called the Adult System of Care Committee meeting to order at 1:05 pm.

## **INTRODUCTIONS**

All in attendance introduced themselves.

## **ANNOUNCEMENTS**

Brenda announced that NAMI San Jacinto is offering a Spanish education class titled De Familia a Familia on April 6<sup>th</sup> from 6:00 pm to 9:00 pm at St James the Less Church, located at 22190 Dunlop St, Perris CA 92571.

RUHS's May is Mental Health Month (MiMHM) event will be held on Thursday, May 14<sup>th</sup> at Fairmount Park in Riverside from 11:30 am to 3:30 pm. We are expecting about 2000 people to attend this event, as this will be the only one this year. We will be sending out registration information soon if you want to become an exhibitor. We will be sending flyers out soon to all our clinics. If you are a RUHS employee, we ask that you bring your consumers out so they can get plenty of free resources, hot dogs and giveaways.

John J. Benoit Behavioral Health Art Show will be held on Tuesday, May 12<sup>th</sup>, from 11:00 am to 2:00 pm at the Taj Mahal Building at the Riverside County Fairgrounds in Indio. The desert region does an amazing art show where they exhibit artwork that has been created by the members that receive our services and members can sell their artwork there as well. The event is free and open to the public or anyone who wants to attend from the community. We will have opportunity drawings/giveaways and free food. Flyers were shared with the group.

The 68<sup>th</sup> Annual Community Outlook Conference will be held on Thursday, April 2<sup>nd</sup>, from 8:30 am to 11:30 am at Palo Verde College, Fine & Performing Arts Center located at One College Dr in Blythe, CA 92225. This is open to the public and lunch will be served following the conference.

## **MINUTES**

February 26<sup>th</sup>, 2026, the minutes were reviewed & accepted as written. The minutes were accepted with one change to an employee's name. All right so the meetings are the minutes are approved.

## **PRESENTATION:**

Carmela Gonzalez Soto and Juan Koontz (Peer Support staff) shared a presentation on Take My Hand, covering three different projects such as Digital Mental Health Literacy aka Cyber Safety and Empowerment, A4i (Application 4 Independence), and shared the TakeMyHand.co Live Peer Chat site information. They started with statistics according to the Federal Bureau of Investigation, losses from internet enabled crimes reached an all-time high in 2024 in excess of 16.6 billion dollars. That's an uptick of 33% from 2023. Among US adults, approximately 34% have experienced a scam or financial fraud in the past 12 months and personal data is the most exposed type (about 50% of breach data) consisting of personal information credentials such as ID/usernames, passwords, etc. and they account for roughly 26% of compromised data. Phishing and credential theft are a top attack for scammers.

They shared that large financial losses from scams amplify stress, anxiety, and feelings of vulnerability, impacting mental well-being. High prevalence of cyberbullying links with feelings of sadness, hopelessness, and worse, suicide ideation among youth. The digital environment is pervasive (social media, messaging, apps), so digital safety is not just about money, but about emotional safety and identity protection, as well as feelings of empowerment. They shared data which underscores the need for digital mental health literacy building skills to navigate online risks, protecting ourselves, and supporting others. Also explained was the emotional/psychological impact is significant (higher distress, shame, and vulnerability) among older victims.

## **PRESENTATION: (Continued)**

They also discussed understanding digital footprints, both active and passive and what that means; building digital safety, boundaries and critical thinking; account settings and protections and why they matter; fun activities and games to solidify information and understanding; common scams: what to look out for and how to protect yourself; knowing the signs of cyberbullying and what to do; resources to support protection and reporting; workshops for hands-on support by the TakemyHand team; possible 9-week series (based on member needs) allowing 75-90 mins each session based on member engagement; one TakeMyHand Peer and one clinic staff member (Peer, BHS, Family Advocate, etc.); receive an official TakeMyHand Digital Mental Health Literacy certificate of completion & celebration with Supervisor approval.

They next presented information related to A4i which is a wellness application offered by RUHS for free to members receiving services and who have a diagnosis of schizophrenia or schizoaffective disorder. The A4i application can help support members to feel empowered and engaged in their wellness journey. Two distinct main features of this application make it not only special but also successful for the members we serve. The mobile application is what they see and engage with, and the Web Portal is for the Care Team to moderate and support. The social feed feature is unique to this application, helping to bridge the gap of isolation, which statistically is very high for individuals with these types of diagnoses. Members are informed of the terms of service and are aware that their posts must be approved before posting to the social feed. We can flag posts for installation to notify the care team so follow up with the member may be required. Members can post photos, memes, or comments, and engage with other members' posts, always knowing it is a positive and safe environment due to moderation by the TakemyHand Team. Members are informed of the terms of service and are aware that their posts must be approved before posting to the social feed. We can flag posts for escalation to notify the care team to follow up with the member. This serves as an early warning system, triggering proactive intervention at the first sign of decline. The TakeMyHand team will not only be moderating for safety but will also be posting in the feed to offer encouragement, coping skills, engagement and psycho education. Upon onboarding, we will collaborate with the members and their Care Team to set reminders to best support the member's wellness journey. Medications, mood, sleep, and goals can be modified and changed at any time and will offer insight into the member's consistency in the "Trends" tab. An ALERT will be sent to the Care Team when medication and sleep check-ins are consistently missed to help support a proactive approach. We can customize and tailor the resources in the portal and are in the process of putting specific county-wide resources in place that will best support members. Every time something is posted to the social feed feature, it must be moderated and approved by one of us on the team. We are only looking for very specific things that may cause harm or trigger other individuals. We want freedom of expression to the members using and posting to the social feed and keeping it safe and not triggering for the other members on it. We will never censor anyone. We will just work together to see if they want to make those changes that can cause us problems. Not everybody has to agree on everything. But we are trying to keep it stricter to no violence or no verbal abuse, because everyone's feelings matter and you have the right to your feelings and an expression of that. If someone were to express something that would be in accordance with their religion for example "look at this painting that I drew of this crucifix." We will not stop that from being posted. But, if somebody wants to then say something directly to that person that might be triggering, or an attack of such, now that's when we step in keeping the environment/feed safe for all participants. Questions about how they slept, how their goals are going, if they took their medications are all part of the application as well. Members also have an option to use a notes tab almost like a journal. This is something that only the members can see so they can feel free to write down anything that they might have on their mind.

They then shared information on the Ambient Sound Detector, one of the many tools that make this application so special and beneficial to its users. This was by far one of the favorites among the pilot participants. This tool uses an active, reflective process where the user first says what they think they are hearing. The environmental sounds are then validated using the phone's microphone. After, helpful tips and strategies are shared to encourage learning and progress. Also offering empowerment and control to the members' wellness journey.

Lastly, they covered the TakeMyHand.co Live Peer Chat site information. TakemyHand.co is free, anonymous, and available to anyone who has access to the internet. TakemyHand.co started as a grant-funded project, is an innovative technology solution from RUHS-BH and grew out of a desire to provide Riverside County residents with a new, easily accessible way to engage in services that support emotional wellness.

## **PRESENTATION: (Continued)**

TakeMyHand operators utilize the practice of mutual Peer-to-Peer supportive relationships that are welcoming and inclusive and strive to support people as they manage their mental health symptoms, set wellness goals, stay on the path to recovery, connect them to care or resources, and support them to make informed choices concerning their well-being.

TakeMyHand is intended for users 16 years of age and older. We want the underage visitor to feel heard, supported, and validated so we will engage to determine what age-appropriate resources best meet their needs.

Our Peer chat service is not a crisis line; the team is trained in crisis support and will support the person as we encourage them to seek a higher level of care and offer crisis resources. Our operators help to explore the recovery process for those who may experience challenges with emotional difficulties and/or substance use. TakeMyHand offers a resources page with many county-wide resources, which the user can access the page without engaging in a chat if they're not ready to do so yet. Also, at the top of the page, we offer the Spanish portal where the user can engage in a chat with a Spanish speaking Peer operator.

We welcome feedback and do our best to give every user the best experience we can. We are also continually being trained and updated to ensure growth and the best support possible. Feeling better is just a chat away. You will have the opportunity to experience what it is like to walk side-by-side with a person who has "been there" and can relate. TakeMyHand offers Certified Peer Support Specialists from a variety of backgrounds and experiences with both mental health and substance use recovery. Feeling better is just a chat away. Whenever you feel like you want to talk to someone about whatever is bothering you, come chat with us. You will have the opportunity to experience what it is like to walk side-by-side with a person who has "been there" while learning new tools and practicing new skills in moving through challenges. It is safe, anonymous, and always free.

## **DEPARTMENT UPDATES:**

**Western Region** – Alea Jackson provided the following information for her region:

Blaine St. Clinic – the clinic continues to provide individual therapy, groups, peer services, medication support family advocacy and case management services. Blaine St Clinic currently has 20 groups offered including post-traumatic stress disorder groups. Blaine currently has 134 members enrolled in its FSP program and 1533 in the non-FSP program. Current vacancies are an Office Assistant II which they submitted an offer on, a Clinical Therapist I whom they are checking references on and are interviewing for a Supervising Office Assistant.

Jefferson Wellness Clinic - currently has 16 groups with a caseload of 264 enrolled members. They have two vacant positions - a Behavioral Health Specialist II with a submitted offer, and a Clinical Therapist II.

Pathways to Success - is in Riverside and Temecula and it's a vocational rehabilitation program in which we partner with the Department of Rehabilitation to assist our members in finding work such as attending trade school or getting certified in certain specializations. There are 196 members enrolled between the Riverside and Temecula sites. The program is fully staffed currently. One new Sr. Employment Counselor position is being added to program and we are currently interviewing.

**Mid-County Adult Behavioral Health Clinics** – Jacqueline Markussen provided the following updates for the Mid-County region:

Temecula Adult BH Clinic – the clinic currently has 604 non-FSP members and 21 FSP members. Their current vacancies are one Office Assistant III and one Consumer Peer. A Community Services Assistant was hired and starts next week, and a Senior Clinical Therapist started a week ago. Currently, we are offering five groups and are working on revamping now that new staff have been hired.

## **DEPARTMENT UPDATES: (Continued)**

Lake Elsinore Adult BH Clinic – has 474 non-FSP members and 44 FSP members. Current vacancies are one Office Assistant III, and an Office Assistant II. We offer 17 groups a week in English and Spanish, which includes Seeking Safety, DBT, Peer Support, Family Support and an Art group.

Hemet Adult BH Clinic – has 1265 non-FSP members and 206 FSP members receiving services. They have no vacancies currently. We offer 33 groups a week in English and Spanish to include Life Skills, Art, Chair Yoga, Peer and Family Support. Starting July 1<sup>st</sup>, the new approved ACT/FACT team will be providing services to all mid-county clinics.

Perris Adult BH Clinic – serves 782 non-FSP members and 87 FSP members. They have one Family Peer vacancy. Currently they offer 13 groups a week in English and Spanish which includes Recovery Management, Peer Support, Family Support and Art.

**Desert Region** – Rachel was unable to join us today but provided an update for her programs that Jacqueline was able to share with the group:

Blythe Adult Clinic - Currently serving 347 non-FSP members and 22 FSP members. They have hired one full-time Clinical Therapist; they have four Clinical Therapist vacancies in recruitment; and continue to have both in person and telehealth support from other programs for assessments and therapy services; they are working on increasing group offerings, including EBPs (DBT and Seeking Safety).

Banning Adult Clinic – They are currently serving 824 non-FSP members and 91 FSP members; they are recruiting for one Behavioral Health Specialist III position, and all other positions are filled.

Indio Adult Clinic – They are currently serving 1308 non-FSP members and 170 FSP members; they are recruiting for two Clinical Therapist positions and 1 Licensed Vocational Nurse position.

Windy Springs – They are currently serving 176 FSP members. Windy Springs will be the site for the new, recently approved ACT/FACT team. Service delivery begins no later than July 1<sup>st</sup>. This team will provide ACT/FACT services for the Pass Communities and Coachella Valley.

**Mature Adults** – Tony Ortego provided the following update for his programs:

We have a total of 651 plus individuals served out of the Western/Rustin campus. Out of that 651, we have 151 FSP members and a little over 500 or close to 500 Wellness members. The Rustin team maintains strong collaboration with internal and external partners such as SAPT, IEHP, Molina, et cetera. Our teams have been providing whole person health scores while partnering again with our Hope Housing support program. We also work very closely with our Mobile Crisis teams, including CBAT, and we have embedded Adult Protective Services staff from Department of Social Services here at our Rustin location that helps us address issues of abuse and neglect for our older adult population. Some of the highlights again, the clinic is piloting a collaborative take my hand program to ensure digital literacy to its members. This is a 12-week evidence-based group that we're offering. Our older adult's program at Rustin continues to ensure that we provide a smooth, warm hand off from our adult referrals from Blaine St. Clinic and Pathways as well. The Family Advocate continues to address food insecurities through ongoing monthly enrollment and supportive nutrition services and groups. We do have groups that expand with the addition of new evidence-based and skill-building groups. Here at Rustin, we run approximately 20 to 24 groups each week. Groups are a big draw for our older adult consumers, and we just launched a 13-week life skills curriculum designed by our BHS III, which is our substance abuse counselor Laurel McCrea, and that is starting in two weeks.

Our next region, which is the East Mid-County older adults that includes our San Jacinto and Perris clinics. Our total members served out of those two locations, which is Perris and San Jacinto, is 672. Out of that 672, we have 555 Wellness members and 117 FSP members as well. Additional program counts again will vary from time to time. In clinic services for the month of February for Perris was 102 and for San Jacinto was 326. So, about half of the time we do field-based services both with our Wellness team as well as our FSP

## **DEPARTMENT UPDATES: (Continued)**

team. Our FSP team is more heavily based field services and so those coming into the clinic are here to see our doctors, our psychiatrist, nurses and our Wellness team members. Our Perris clinic again continues to offer the full scope of services including psychiatric medication support, psychotherapeutic support, nursing, and wraparound case management. They are providing the whole person health score screening. They've been trained in that and that's coming along very well. They're continuing to work with community partners such as Adult Protective Services, Hope Housing and Enhanced Care Management. In addition to that, we also did a recent Board of Supervisor engagement for Board of Supervisor's Gutierrez, and he was very pleased with that. Those are ongoing engagements for senior communities that we attend. Focus on highlighting the older adult services that we provide.

In our Southwest Mid-County Older Adults region, that's our Temecula and Lake Elsinore clinics, we have a total of 620 members served. Out of that, we have 501 Wellness team members and 119 FSP members. We are providing full scope of integrated mental healthcare and psychiatric medications. We are revisiting some of the group therapies and working on redefining those. Debbie Woodworth, our supervisor over the two clinics, is being very active in re-establishing some of the groups and moving forward with some new groups that should be coming along over the next month or so. They continue to have a very steady influx of new assessments and appointments. And again, that clinic is really known for that warm handoff with Jacqueline's clinics, her Temecula as well as her Lake Elsinore clinics. We tend to do our best to meet the client at the adult clinic before they transfer over to our older adult clinics at the two locations. And so that's worked out very, very well. In addition to that, we rely very heavily on some of the SAPT programs and their staff who work very closely with us to better meet the needs of our older adults who are suffering from some form of substance abuse and or dependency.

In the desert region, we operate out of three locations. We have our Desert Hot Springs location and then we have two satellite locations, which are the Indio Adult Clinic and the Banning Adult Clinic. Between these three clinics, we have served a little over 520 members. Out of that, Desert Hot Springs is 117, Indio is 179 and Banning is 105. As far as the programs are concerned, they provide full scope of services. Our desert region is continuing to work collaboratively with our SAPT program, especially in the Desert Hot Springs area where we have them in house just down the hall from us. We are committed to supporting and achieving clients' goals of stability, which includes working very closely with our Hope Housing program, as well as the Adult Protective Services and Department of Social Services with all our clinics in all regions. We work very closely with our partnering teams at Department of Social Services, to better take care of some of the concerns that we have with the suspected neglect or abuse among our older adults that may come to our attention often. The Department of Social Services will bring things to our attention and will refer as well. We do get some referrals from them at Desert Hot Springs. We currently have two new groups at the clinics. I believe one is in Spanish. A summary of our mature adult program services in the desert was provided to the mayor as well as the City Council members and that was well received and we were invited to return. So maybe later in the year we can pick up where we left off and find even more additional information. We recently did a Highland Springs outreach up near Cherry Valley for Supervisor Gutierrez. Again, we have those almost monthly either for Supervisor Gutierrez or for Supervisor Perez, and we show up at our senior meetings or their senior community meetings and provide specific information on our mature adult programs that some of the seniors may be interested in knowing. We tend to have a table and booth with information, and it draws quite a crowd. We are glad our Board of Supervisors are welcoming us to attend their senior community meetings. It's very thoughtful and it's also been very helpful for us to better advertise or promote the services that our Boards of Supervisors are promoting or supporting.

**CRISIS** – Don was unable to attend today's meeting, therefore there were no updates for this program.

**CARE Court** – Carina Gustafsson was unable to join us today and therefore no updates were provided.

## **PUBLIC COMMENTS/CONCERNS:**

A member requested to know if there was a possibility of having weekly LGBTQ Support Group meetings in this region. As he relies heavily on IEHP transportation, getting a ride to Riverside (where there is a known group) is only allowed once a month. It was suggested that he reach out to his clinical team to provide him with resources possibly in the community that would align with his request.

**PUBLIC COMMENTS/CONCERNS: (Continued)**

The topic of holding a CPR class was also discussed. This time, however, participants inquired as to whether just an informational type of class could be formed, as opposed to a certification class, due to the cost incurred with such training. Jacqueline offered to speak with upper management regarding this subject.

**NEXT MEETING & ADJOURNMENT**

Brenda announced that the next meeting for the Adult System of Care Committee will be held on April 30th, 2026 @ 1:00 pm at the Perris Adult BH Clinic, located at 450 E. San Jacinto Ave, Perris, CA 92571.

Brenda thanked everyone for their participation. The meeting was adjourned at 2:10 pm.

**Adult System of Care Committee Meeting  
2026 Calendar**

| Members             | Jan | Feb | Mar | Apr | May | June | July | Aug  | Sep | Oct | Nov | Dec  |
|---------------------|-----|-----|-----|-----|-----|------|------|------|-----|-----|-----|------|
| 1. Brenda Scott     | X   | X   | X   |     |     |      |      | DARK |     |     |     | DARK |
| 2. James Lucero     | A   | A   | A   |     |     |      |      |      |     |     |     |      |
| 3. Laurence Gonzaga | A   | X   | A   |     |     |      |      |      |     |     |     |      |
| 4. Maritza Camacho  | A   | A   | A   |     |     |      |      |      |     |     |     |      |
| 5. Don Kendrick     | X   | A   | A   |     |     |      |      |      |     |     |     |      |
| 6. Adriana Ardila   | A   | A   | A   |     |     |      |      |      |     |     |     |      |
| 7. Sonia Navarro    | A   | A   | A   |     |     |      |      |      |     |     |     |      |
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