



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

MINUTES

Perris Adult BH Clinic 450 E. San Jacinto Ave, Perris CA 92571
& Hybrid

Attendance on April 30, 2026

PRESENT

AREA OF REPRESENTATION

Brenda Scott
Jacqueline Markussen
Sheree Glidden
Kristen Duffy
Joel Galindo
Don Kendrick
Alma Quinn
Maria Castaneda-Alcaraz
Juan Koontz
Carmela Gonzalez-Soto
Tina G.
Jaime G.
Adelle C.
Luz M.
Annette Arias
Elizabeth Lagunas
Kelly Grotsky
Tony Ortego
Alea Jackson
Laurence Gonzaga
Girlyanne Lacson

NAMI Mt San Jacinto/Behavioral Health Commission Board Member
RUHS- Mid-County Adult BH Administration
RUHS- Mid-County Adult BH Administration
RUHS/BH/Consumer Peer Services
RUHS/BH/Mobile Response
RUHS/BH/Mobile Crisis/Peer Support
RUHS/BH/Lake Elsinore Adult Clinic
RUHS/BH/Lake Elsinore Adult Clinic
RUHS/BH/Consumer Peer Services
RUHS/BH/Consumer Peer Services
Public/Member
Public/Member
Public
Public
Virtual participant - RUHS/BH/Pathways
RUHS/BH/Pathways
Virtual participant - RUHS/BH/Adult Administration
Virtual participant - RUHS/BH/Older Adults
Virtual participant - RUHS/BH/Western Region Adults Admin
Virtual participant - Molina Healthcare
Virtual participant - RUHS/BH/Corona Wellness

WELCOMING REMARKS

Brenda Scott called the Adult System of Care Committee meeting to order at 1:03 pm.

INTRODUCTIONS

All in attendance introduced themselves.

ANNOUNCEMENTS

Brenda shared that NAMI California is monitoring a proposed budget looking to eliminate statewide Medi-Cal mobile crisis benefits. We oppose the administration's budget proposal to revise the benefit authority and reframe Medi-Cal community-based mobile crisis services, which would be effective April 1st, 2027. NAMI California is looking for stories about how mobile crisis has supported you. Brenda will send a link that will be forwarded to meeting participants so that members can share about how local crisis has benefited them. NAMI California has two staff that are fighting this at the state level. There is also a quorum link that you can write to your representatives and the governor. This was in the governor's budget. So, even if you work for the county, you don't have to say you work for the county when you send in your support. You're still a constituent and your opinion matters.

Brenda shared that NAMI California and affiliates of Riverside County are going to have a presentation on SB 43 on May 20th at the Temecula Valley Hospital. It's going to be a presentation on SB 43, which is a new definition of grave disability and talking about what SB 43 is. There will also be an explanation of Care Court, Mobile Crisis and Psych Crisis and how that all works together with the different collaborative courts. Brenda has been working with the County's senior management team on a presentation. The event starts at 5:00 pm (with dinner being served) and ends at approximately 8:00 pm. It's a great opportunity for the community to learn more about Care Court as there are a lot of unknowns about Care Court.

The May is Mental Health Month (MiMHM) event will only be held at Fairmount Park in Riverside this year on May 14th from 11:30 am to 3:30 pm. This will be the only event within Riverside County this year. It is anticipated that over 2,000 guests will be in attendance. There will be food, roughly 100 exhibitors providing resources to the community, entertainment, and opportunity drawings.

The John J. Benoit Behavioral Health Art Show & Creative Writing Contest, which is a free Community Event that supports the talents of local artists living with mental health diagnoses by showcasing their amazing writing and art and including artists who support them. Come out and enjoy paintings, drawings, jewelry and more in celebration of May is Mental Health Month. All artwork sold at the show will be cash only with 100% payment to the artist. The event will be held on Tuesday, May 12, 2026, from 11:00 am to 2:00 pm at the Taj Mahal Building, Riverside County Fairgrounds in Indio.

The final Riverside County Directing Change Program and Film Contest event will be held on May 13th at the Fox Theater in downtown Riverside. The event is semi-formal and open to the public, but you must register to attend. The Directing Change Film Contest is for young people between the ages of 12 to 25 that want to combine creative expression with making a difference in their communities by creating video stories about mental health, suicide prevention, substance abuse, and other topics that matter. They compete statewide and receive Oscar type awards. We have extremely talented youth in our state that are reducing the stigma of mental health and substance abuse challenges. This is the first year that they're going to have a substance abuse video award winner as well.

MINUTES

March 26th, 2026, minutes were reviewed & accepted as written.

PRESENTATION:

Unfortunately, the Enhanced Care Management (ECM) presentation scheduled for this afternoon's meeting was cancelled this morning. This presentation will be rescheduled for a later time.

DEPARTMENT UPDATES:

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

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

Blaine St. Clinic – Blaine Street Clinic is an adult outpatient clinic. We provide individual therapy groups, peer support services, peer family advocacy services for parents and caregivers and family members who may be involved with our members' treatment. We also have medication support. We have psychiatrists and nursing staff and case management services. As far as programming, we currently have 20 groups that we offer. The enrollment is really climbing, especially with our full-service partnership track, which we also call FSP. This is an outpatient field-based intensive service. We currently have 139 members enrolled. In the general mental health outpatient track, we have 1,566. We also call that our non-FSP program. We currently have one vacant Supervising Office Assistant II position, which is currently in recruitment.

Jefferson Wellness Clinic - Jefferson Wellness Clinic is another adult outpatient program located in Western Riverside. We provide full-service partnership and outpatient services. About 80% of the services are field based. We have 16 active groups. The caseload, as of today, is 233 members enrolled, and we have one vacant Clinical Therapist position.

Pathways to Success – has two locations, one in Riverside and one in Temecula. This is a vocational rehabilitation program in which we partner with the Department of Rehabilitation. We focus on supporting members with education, employment, reintegration into the community and looking for work and finding different opportunities. We also partner with many community employers to achieve that goal for our members. There are currently 208 members enrolled between the Riverside and Temecula site locations. We have one vacant Employment Services Counselor position.

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

Temecula Adult BH Clinic – We have 625 members and 11 FSP members. Our current vacancies are one Office Assistant III and a Consumer Peer, which the supervisors are currently interviewing for both positions. They currently offer five groups a week, but they're working on revamping those now that the clinic is almost fully staffed.

Lake Elsinore Adult BH Clinic – We have 484 members and 42 FSP members. Our current vacancies are one Office Assistant III and one Office Assistant II and are currently interviewing for both positions. They offer 17 groups a week in English and in Spanish, including Seeking Safety, DBT, peer support, family support and art. We did have one of our staff members, Cynthia Harrigan, who is a Behavioral Health Specialist, recognized at our Board of Supervisors meeting this week for 30 years of service.

Hemet Adult BH Clinic – We have 1188 members and 214 FSP members. We currently have no vacancies. The clinic offers 33 groups a week in English and in Spanish, which include life skills, art, chair yoga, peer support, and family support. Hemet is also our newly approved ACT/FACT team that are going to be providing services beginning July 1st to all Mid County, and the supervisor will be working on hiring the team.

Perris Adult BH Clinic – We have 785 members and 89 FSP members. Currently we have no vacancies. They offer 13 groups a week in English and in Spanish, which include 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 – Current caseload numbers are 309 members and 22 FSP members. We now have full-time, permanent CT on site. Recruitment continues for other CT positions, including a Sr. CT.

DEPARTMENT UPDATES: (Continued)

Banning Adult Clinic – Current caseload numbers for this clinic are 836 members and 69 FSP members. Recruiting for a BHS III. All other positions are filled.

Indio Adult Clinic – Current caseload numbers are 1400 members and 167 FSP members. The Indio Adult clinic has increased groups and are currently planning an outing to the beach for its members.

Windy Springs – the clinic is currently serving 175 FSP members; clinic is the future site of ACT/FACT program which begins 7/1. We are recruiting for one Clinical Therapist position. Interviews for Behavioral Health Services Supervisor will be held next week

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

In the Western Region as of the end of March, we have a total of a little over 655 consumers. We have about 155 FSPs and another 500 wellness members or regular outpatient clinic members. The Rustin team maintains very strong collaboration with internal and external partners to support the integrated and complex care that we offer all our members. We are ongoing and coordinating with IEHP and ECM teams to strengthen our whole person care approach. We're also working closely with Office on Aging and Hope Housing, which has always been a great partnership of ours. Staff also collaborate closely with our crisis teams, including CBAT and our embedded Department of Social Services Adult Protective Services teams. We have two embedded Adult Protective Service team members here in Riverside at our Rustin location and one in San Jacinto. Some key highlights that Tony shared are that they are piloting a "Take My Hand" program for the last couple of months to ensure digital literacy for our members, which has been well received. It is a 12-week evidence-based group, and we should receive more feedback in another month from now. Our mature/older adult clinics continue to collaborate closely with our adult clinics, especially here at Blaine Street and Jefferson Wellness. Currently, our family advocate is working very diligently on doing orientations for those individuals who are receiving services from Blaine Street, Jefferson Wellness, and other partnering agencies. Our family advocate continues to offer and address food insecurities through ongoing monthly enrollments in support of nutrition services. She has been very active in orientations and providing food linkage services to those individuals who are in need. We do have a lot of groups throughout the month. There were some weeks where we experienced 26/27 groups. Some of the groups that we offer at Rustin are 13-week life skills curriculum designed by our BHS III, which is our Substance Abuse Counselor. As previously mentioned, we have the digital literacy group and a new grief and loss group, which started last week.

Our next region, which is the East Mid-County mature/older adults that includes our San Jacinto and Perris clinics. Kelly and I recently had the opportunity to tour those clinics. The total number of members in those two clinics is 673. Out of the 673, our full-service partnership members make up 116/117 members, and the other 556 are our regular outpatient/wellness members. Again, very similar services offered but not quite as many groups out in San Jacinto and Perris, which is primarily due to space limitations. Their key highlights are that they do provide a lot of in-clinic services but also do a lot of fieldwork as well. They have one of the highest in-service clinics tabs or rather individuals who come into the clinic to get treatment with San Jacinto certainly ruling on that one.

In our Southwest Mid-County Older Adults region, that's our Temecula and Lake Elsinore clinics, they are serving approximately 612 individuals. Out of the 612 individuals from those two clinics, we have about 118 full-service partnership members and another 493/494 wellness members. The program is very, very busy. Adults in Temecula do a lot of groups and a lot of in-person services as well. We launched some of the new groups that we have been trying to integrate and it's going well. We do have a lot of integrated nursing case management services out of those two clinics. Our nurses are busy supporting our psychiatrists and doing home visits as well. Keep in mind those two clinics as well as the San Jacinto and Perris Clinic work extremely closely with the Adult Protective Services of the Department of Social Services. We do get a lot of referrals from them and sometimes these individuals may be cased, reviewed in our elder abuse forensic committee, which is a department-wide, county department-wide initiative between Department of Social Services and Behavioral Health, Office on Aging, the District Attorney's Office, et cetera, to really look at some cases that are on the radar for abuse and neglect. Many times, we share the same members, unfortunately. Regarding vacancies, we are in the recruitment process for a Clinical Therapist I and II in Temecula and are going through the interview process, and I believe that a job offer has been submitted. Lake Elsinore continues to work closely with the Substance Abuse Prevention and Treatment program.

DEPARTMENT UPDATES: (Continued)

In the desert region, we provide services out of three locations. We have our Desert Hot Springs location, which is our largest clinic for wellness and recovery for mature adults and then we work out of two satellite clinics which are the Indio Clinic and the Banning Clinic. The total number of clients served is a little over 525 individuals. We have approximately 123 wellness members at our Desert Hot

Springs location. We have 185 at our Indio location and 104 at our Banning location. Combined in all three locations, our FSP members make up for about 120 to 122 members. So very, very busy out in the desert. We have our teams driving out all over doing a lot of field work as well. The Desert's committed to supporting our clients and achieving their goals and stabilities, keeping them in their housing or independent living as long as possible. Again, all our clinics, including the Desert, work extremely closely with Hope Housing. Hope Housing announced some new apartments out in Banning, and we're trying to connect some of our older adults into some of the living opportunities out there at the new location. Additionally, Hope has assisted us with opening a lot of units out in the desert that do take older adults. So that's a big plus.

CORONA WELLNESS & RECOVERY - Girlyanne Lacson, the program manager at Corona Wellness and Recovery Center provided the following update: Corona Wellness and Recovery is an integrated program located in Corona. We have a combined Substance Abuse Prevention Treatment (SAPT) clinic, Adult Mental Health, and a Children's Mental Health clinic. Currently, our total census with all three programs is 975. We have 600 open cases in adults; 123 in children's; and 134 in SAPT. Within our FSP programs, we have 82 adults and 36 children. Right now, our programming is strong and consistent. We have a lot of groups going on, about 13 groups a week, and range from intensive outpatient to lower-level outpatient and recovery services as well. In children's, we have four groups occurring weekly. Two of these are what we call parallel groups. So, while the children and the youth are being seen, their parents are also being seen at the same time. So that's always helpful. Then we have 10 groups weekly for our adults, with one of those groups held on site at Majesty Village Board and Care. We have low vacancies right now. We only have one Office Assistant II position that is vacant, and we have two new staff starting on the 14th, which are a Peer Support Specialist and a Senior Clinician.

CRISIS – Don shared a handout/report with the group tracking crisis calls for March and April of this year which broke down the regions as follows: Banning had 92 calls; Blythe had 27 calls; our contracted team (Sycamore) did 631 calls, which are evenings and weekends, seven days a week; Corona had 22 calls; the Desert Mobile Crisis Response team had 223 calls; Desert Hot Springs - 19; Hemet - 161; Indio - 63; Jurupa Valley - 40; Lake Elsinore – 94; Menifee – 64; Mid County response - 274; Moreno Valley – 88; Perris – 103; Riverside – 84; Temecula – 48; and Western MCRT had 172, which brings us to a grand total of 2,205 calls the past two months. Typically, the average is around the 700 range, but as you can see, there's been an uptick as far as response. I think that has a lot to do with our marketing and getting our name out there, the commercials, and a lot more people know about us. And of course, the schools utilize this quite a bit, or our stakeholders. Out of those 2,205 calls, we diverted 1128 of those with a safety plan which did not result in hospitalization. We did put 592 individuals on a 5150-application hold. The remaining balance could have been referrals to the mental health urgent care or CARES line or something through our dispatch center.

As for staffing, Western just hired two new clinical therapists, one Behavioral Health Specialist, and four Peer Support Specialists. The peer supports are just getting ready to start their onboarding process. The Desert didn't have any recent new hires, but they do have an open Clinical Therapist position in Banning and one or two in Indio. They need two Behavioral Health Specialists in Indio, a BHS II in San Jacinto, and in Blythe they need a peer support specialist. In Mid County, we are completely staffed. There is a PCN for an additional peer support specialist, but it's some type of floater position and our administration is trying to figure out what that looks like before moving forward.

PUBLIC COMMENTS/CONCERNS:

A member shared that she had contacted the Mobile Crisis Response unit (951) 686-HELP after hours (around midnight she estimated) and was told that they were closed. The member was able to have a question answered by the (after hours) answering service but was told that they were closed. Don asked for specific names/dates/times in which this had occurred and the member was able to produce the date/time to him. Don did state that if this occurred in the future, to please reach out sooner with identifiable information so that this can be shared with the administrative team. The hotline is manned 24/7 and no one should ever be told that they are closed.

NEXT MEETING & ADJOURNMENT:

Brenda announced that the next meeting for the Adult System of Care Committee will be held on May 28th, 2026 @ 1:00 pm, most likely it will be held virtually, due to Rustin location still under construction.

Brenda thanked everyone for their participation. The meeting was adjourned at 1:54 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	X				DARK				DARK
2. James Lucero	A	A	A	A								
3. Laurence Gonzaga	A	X	A	X								
4. Maritza Camacho	A	A	A	A								
5. Don Kendrick	X	A	A	X								
6. Adriana Ardila	A	A	A	A								
7. Sonia Navarro	A	A	A	A								