



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

MINUTES

TEAMS/Hybrid

Attendance on May 28, 2026

PRESENT

AREA OF REPRESENTATION

Brenda Scott
Jacqueline Markussen
Sheree Glidden
Cat Ferguson
Magaly DelCarmen
Yedid Gonzalez
Jim Jones
Alma Quinn
Maria Castaneda-Alcaraz
Nola D.
Jaime G.
Adelle C.
Mitch C.
Luz M.
Chris L.
Jossimer V.
Luis P.
Jose G.
Lacy Fourong
Don Kendrick
Tony Ortego
Alea Jackson
Donna Sliva
Joaquin Flores

NAMI Mt San Jacinto/Behavioral Health Commission Board Member
RUHS- Mid-County Adult BH Administration
RUHS- Mid-County Adult BH Administration
TRIP Program
TRIP Program
TRIP Program
Desert Behavioral Health Board - Indio
RUHS/BH/Lake Elsinore Adult Clinic
RUHS/BH/Lake Elsinore Adult Clinic
Public
Public/Member
Public
Public/Member
Public/Member
Public/Member
Public/Member
Public/Member
Public/Member
RUHS/BH/SAPT BHSS
RUHS/BH/Sr. Peer Support
RUHS/BH/Older Adults Admin
RUHS/BH/Western Region Adults Admin
RUHS/BH/Sr. Peer Support
RUHS/BH/BHS

WELCOMING REMARKS

Brenda Scott called the Adult System of Care Committee meeting to order at 1:04 pm.

INTRODUCTIONS

All in attendance introduced themselves.

ANNOUNCEMENTS

Brenda shared that the annual NAMI Walk will be held this year on November 14th at Diamond Valley Lake in Hemet.

The May is Mental Health Month (MiMHM) event was held at Fairmount Park in Riverside on May 14th from 11:30 am to 3:30 pm was a huge success.

MINUTES

April 30th, 2026, minutes were reviewed & accepted as written.

PRESENTATION:

Cat Ferguson and her team (Magaly DelCarmen and Yedid Gonzalez) shared the following information as it relates to TRIP:

TRIP stands for Transportation Reimbursement Program and has been around for 30 years as a non-profit. For many years, we networked our outreach with the Office on Aging, and still do, but about two years ago, our board members said we need to put a plan in place so that we can really begin networking and informing people about the TRIP program and how this wonderful mileage reimbursement service is available. The intent is to help people stay mobile, independent and connected, and TRIP is available to any Riverside County resident of any age who doesn't drive, and public transportation is just not an option. We believe that the biggest barrier for seniors and other people that don't drive (whether it's a mental/behavioral health situation, a temporary illness, sight or hearing impairment) is transportation. So, we're here to help connect them with people that can assist them in their mobility. Most people that don't drive already have a family member, a friend, or someone from their church or community center that's networking with them, that takes them on errands. But it becomes encumbered both for the driver and for the rider that there seems to be an inequity there. So what the TRIP program does is it gives them some money, frees up some independence, gives them some independence by reimbursing them every mile, 45 cents, between two and 300 miles a month, so that they can then reimburse their volunteer driver and stay on the road, whether it's to go get groceries, go to physical therapy, go to the gym, whatever errand, as long as it originates in Riverside County and it's between two and 300 miles. This is not based on income. It's not reported as taxable income because it's a volunteer driver. We don't provide the driver - that's up to the rider for several reasons. One, we can't get involved is due to an insurance situation. Also, through 30 years of experience, we know that the rider, by selecting their own drivers, and most of them have more than one driver, family member, neighbor, et cetera, feel comfortable and safe with that person. So, it's especially important when they're trying to meet some type of timeline or a regiment, be it medical or something else. They know that they can get to that appointment by 2 o'clock or 10 o'clock in the morning. They're not dependent on a bus service, which because of their physical or other challenges, is just not practical. So, 45 cents a mile, it's not a lot of money, but it really does keep people self-sufficient and improves their self-esteem and keeps them mobile.

Applying for the program and the approval process is easy. Our staff take the phone calls and interview the "riders". This program is not based on any kind of income verification or documentation. We serve all Riverside County. The person will complete the application online after we receive their contact information. If the person is under the age of 59 and a half, we are required to get a doctor's confirmation that they're not equipped to drive for whatever reason. As stated previously, the rider picks their volunteer driver. After the trip, the rider fills out a basic travel information form that is given to them monthly. We send them (the rider) a monthly reimbursement check that, again, is not taxable and is their responsibility to pay their driver.

PRESENTATION: (Continued)

What kind of trip does TRIP cover? Is it just for medical? It's all miles. A couple of things that clients may want to take into consideration is that our program wants people to have a great quality of life. If that means them driving to see a sunset, yes, that mileage is covered. If they go to Long Beach to see their grandson for the first time, yes this is covered.

Cat shared that her program sends a birthday card every year to their riders. And for many of our riders, that's the only birthday card they get. So, we consider this both an honor and a pleasure to serve these riders. And again, we'd like to double our ridership. We think that the RUHS population needs our help and we certainly want to help them.

The following questions were taken regarding the program:

→ What areas do you not cover?

We cover all Riverside County. There are areas that just have never heard of us, that don't know about us or that aren't aware of the TRIP program. We were at the MiMHM event at Fairmount Park the other day and so many people we met, whether it's down in Temecula, in Blythe, in Coachella Valley, in Norco, they've never heard of the TRIP program. We serve anyone in Riverside County.

→ Are you guys talking about rides because something might be happening to IEHP or Lyft in the future to where they might not be able to pick us up and take us to our meetings or our doctor's appointments or is this just an extra helping hand?

This is just an extra helping hand. This program gives 45 cents mileage reimbursement for your individual rides with your volunteer driver, apart from IEHP or LYFT. Whether that's with a family member, a neighbor, or somebody from your church or your community group. If you're getting free rides or if they're volunteering to drive you around to the grocery store, to get a haircut, to see a movie, or go to your physical therapist etcetera, what we do is we'd like to put you on the program so that you can reimburse that volunteer driver.

→ Can I get a ride to LA County?

The ride must originate in Riverside County. The program will reimburse you between two to 300 miles, whether it's to Los Angeles or San Diego, Long Beach, or even if you head up north. The ride must start in Riverside County.

→ Where do you get your funding?

It's off the specialized transportation piece, and that's with Caltrans, with Riverside County Transportation Commission, Measure A, and with the Office on Aging for Seniors. We do get some smaller grants, and we will be expanding just like everybody else as we're always looking. But the 45 cents a mile and our overhead, is all funded by Caltrans and Riverside County Transportation. We are a public benefits entity, non-profit, and we welcome the questions.

→ What is the eligibility and/or qualifications for it, i.e. do you have to have a diagnosis or a disability?

Anyone that lives in Riverside County that does not drive. There are no age limits. If you don't drive, if you're under the age of 59 and a half, our team will ask for a verification from your doctor or your health provider that confirms that you don't drive. And if you're over the age and don't drive, you qualify. This is not taxable income, and it does not affect your SSI or any other types of benefits that you might be receiving.

→ Is it like IEHP where we must call Friday before?

Let me clarify we don't give rides. We don't schedule rides. We have no drivers. We only reimburse mileage. We reimburse the rider and the rider is responsible for paying the drivers that they choose for the month. They can choose several drivers if they want to. You don't have to call to get permission to get your volunteer driver to take you somewhere. Once you're approved, it's up to you how you use those miles.

→ How do you verify that they drove there? Do you have to show mileage on the car?

No, on a monthly basis, when we first send out a new package (a welcome package), in that package is a monthly mileage reimbursement form that has all of the open areas that need to be filled out, which includes the address you went to and then a place for the initials for the volunteer driver. This is on an honor basis, but we audit these forms periodically/monthly, and we really have no fraud involved because the folks that are asking for this program, there's good reasons for it. And they're all vetted before they're approved as

PRESENTATION: (Continued)

a rider. We don't have any fraud or any misrepresentation. Somebody might add the miles up wrong occasionally but not everything is perfect. We will catch any mistakes and fix them. We have healthy, positive, caring relationships with all our riders.

We get to know our riders (or our potential riders) through the application process. It's a simple application. We'll ask questions about their physical or mental health capabilities, or if they're able to use public transportation. We'll ask open-ended questions about what their medical conditions are that prohibit them from driving and a few questions about what their travel needs are, where they'd like to go, where they need to go? By doing so, we'll get a good estimate on a monthly mileage allowance that is granted to them.

→ If you're under 59 and a half and you don't have a mental health diagnosis, disabled or have a car, you're not going to go to a doctor to get an exemption or a letter from them. Under those circumstances, are you covered?

Yes, we have situations where we have riders who just, for example, never learned how to drive or they don't have a vehicle. So long as they are being driven by someone and they don't necessarily need to have a physical ailment or a mental health diagnosis, as long as they're being seen by a specialist or being seen by a primary doctor and we get that confirmation from their doctor, that's good enough for us to make them eligible and enroll them in the program. I would like to briefly add that with each trip that is reported on the mileage form, it requires a driver's signature. Therefore, we have a little bit of a check and balance system in place because not only does the driver sign off on each trip, but also at the bottom of that reimbursement form, it requires the rider's signature.

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 – is one of our larger adult outpatient clinics in Western Riverside. We have approximately 1,556 members enrolled in our general mental health track and about 134 enrolled in our full-service partnership. We currently have no vacancies. This is the first time in a long time that we've been fully staffed with clinical therapists, so we're very excited for that.

Jefferson Wellness Clinic - Western Adult Services, along with Mid-County and Desert Region, will be implementing the Assertive Community Treatment (ACT) Program and the Forensic Assertive Community Treatment (FACT) program effective July 1st. These are evidence-based practices that will be new for the county as far as operationalizing for our members. We'll be expanding adult services regionally and have worked really hard to meet these requirements and initiate these services for our members. The ACT/FACT program will be located at Jefferson Wellness Center, which is also known as our full-service partnership (FSP) program. The clinic will have two separate tracks. It will have its full-service partnership track and the ACT/FACT community-based treatment track. In terms of staffing for Jefferson Wellness currently, we do have one vacancy, which is an Office Assistant. We have approximately 234 members enrolled at this time. We're consistently growing our full-service partnership. We're hoping to have more staffing in place in the future because we do expect more growth and expansion of services.

Pathways to Success – Our Pathways to Success vocational rehabilitation program partners with the California Department of Rehabilitation (DOR). We have an ongoing contract with DOR and currently have 220 members enrolled between Temecula and Western Riverside. We currently have one vacancy for that program. We will be implementing (under the Behavioral Health Services Act and BH Connect implementation), Individualized Employment Support services, which is also known as IPS. This will be effective July 1st and IPS will be located at the Blaine Street Clinic. We will have five Behavioral Health Specialists who will provide employment specialist services to members who are also enrolled in mental health treatment.

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

Temecula Adult BH Clinic – We currently have 632 members and 14 FSP. Our current vacancies are one Office Assistant III, which interviews have been completed and references are being checked. A Consumer Peer was hired earlier this week and are pending background. The clinic currently offers about five groups a week and is working on adding more now that new staff have been hired.

Lake Elsinore Adult BH Clinic – We have 499 members and 40 FSP members. Our vacancies are one Office Assistant II, and an Office Assistant III was hired. Our current Office Assistant II was promoted to an III and an Office Assistant II was hired and is pending background as well. Lake Elsinore currently offers 17 groups a week in English and Spanish.

Hemet Adult BH Clinic – We have 1,169 members and 209 FSP. Our current vacancies are none for the outpatient track and FSP tracks. Currently, they offer 33 groups a week in English and Spanish. The ACT/FACT team will be providing services to all mid county as of July 1st and they will be working out of the Hemet clinic. The supervisor is currently working on hiring the team. She has hired one LVN and CT interviews are this week. There was a total of eight vacancies for this new ACT/FACT program. The Hemet clinic will carry three tracks, which will consist of the general outpatient, the FSP-ICM (intensive case management), and the newly added ACT/FACT program. They also started the RivCoONE rollout last week. Girlyanne Lacson and her team from the Corona Wellness Center were involved in getting the Hemet clinic up and running with this new countywide approach.

Perris Adult BH Clinic – We have 770 members and 90 FSP. Currently, we have no vacancies. The clinic offers 13 groups a week in English and Spanish. Perris is one of our adult clinics that will be moving into the Wellness Village sometime at the end of the year when that project is complete.

Desert Region – Rachel Gileno was unable to join us today and therefore no updates were provided.

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

Our mature adult program is located throughout the county in three regions. We have eight locations where we provide geriatric psychiatry/older adult services here in Behavioral Health. Our target population is age 60 and above. Our services are designed to support adults age 60 and above in staying healthy, both physically and emotionally, so they can continue to live independently in their home or community for as long as possible. Our programs do focus on wellness, recovery, and resiliency. Whether they need help with housing, medical care, or mental health support, we're here to provide comprehensive assessments and treatments tailored to those personal goals. We even offer services directly in their home and have a lot of home-based services that we do, which is roughly 50% of the services. We will go out to your community if living in an assisted living community. We do visit some skilled nursing facilities for individuals who are in conservatorship and they are under our care. Our specialized programs have essentially led to some great increases and reductions in some of the social determinants that individuals do face. For example, we have reduced psychiatric hospitalizations by 86% in our FSP track. We've also decreased mental health emergency department visits in our FSP track by 76 percent. We have increased linkages to primary health care in our FSP track by 59 percent, meaning those individuals who come into our program and have identified that they do not have a primary health care provider or haven't seen one in many years, we will link them to primary health care as part of the integrated health services that we provide. We also had a 36% connection rate to our substance abuse services. So those individuals who are struggling with substance abuse or dependency, we connected last year or prior year. In year 23-24, we've connected 36% of them back to substance abuse or SAPT services and we've had a 96% decrease in arrests. So those individuals who have come to us in the judicial system who have been referred to us, 96% of them have stayed out or have avoided reincarceration.

In the western region (Rustin location in Riverside), we have over 650 members. The two track system that we have is our wellness and recovery track with severe mental illness, as well as the full service partnership track, which is the same but these individuals may be in some form of crisis, such as being in a situation that may lead to homelessness, or may be unhoused or may be facing or coming out of incarceration or a recent psychiatric hospitalization. If they meet these criteria, we will move them into our full-service partnership track. The difference is that we provide more intensive case management and see them more frequently throughout the month. So out of the 650 members, our wellness track has a little over 500, and our FSP track has a little under 150 members. Both in Riverside, as well as

DEPARTMENT UPDATES: (Continued)

many of our regions, we do offer a lot of different integrative care services. Some of the key highlights of the services that we offer are the whole person health score to link them with other county agencies and other agencies that may be able to provide vital resources to them, such as individuals who are facing food insecurities or individuals who may have trouble paying their rent. We may connect them with some of the programs through our housing department and/or paying utility bills where maybe Office on Aging or other resources can assist them as well. Along with our staff and the services that we provide, we do a lot of individual therapy. We provide lots of case management. We do geriatric psychiatry where we provide medications. We have MD psychiatrists at all our locations providing those medical services. We have a team of nurses, occupational therapists, peers, family advocates, licensed clinical social workers, licensed marriage and family therapists, et cetera that can help them in not only group therapy, but individual therapy. At our Riverside location, we run approximately 24 to 28 groups a week.

Our mid-county region is split between two areas. We have the East Mid-County Older Adult, which covers our San Jacinto/Perris locations. In San Jacinto and Perris, we serve a little over 670 members. Out of 670, we have 120 FSP members and in the wellness track, we have 550. Our mid-county San Jacinto/Perris clinics offer a full scope of practices including psychiatric appointments, psychotherapeutic support, nursing, wraparound support, case management, linkage to housing and other vital resources. We do provide some great comprehensive care delivery models where we go out in the field, more than half of the services we provide are field based. We do work closely with Hope Housing. We work closely with our medical center in the Moreno Valley area, as well as our 12 community health centers throughout Riverside County.

The other side of the mid county region is the Temecula/Lake Elsinore area, with clinics in both cities. Those two clinics serve a total of 616 members. Out of the 616 members, we have 115 FSP, our full-service partnership members and we have just under 500, 499 members requiring just regular clinic services. The clinic services do vary, but we again work very closely with consumers. We provide group therapies, individual therapy, and a lot of integrative care out in the field for those individuals. We'll assist them in taking them to their medical appointments. We provide a lot of transportation throughout the county at all eight clinics to and from our clinics for their psychiatric, case management, and any type of individual or group therapy. In addition to that, we will provide transportation if they have court-related meetings or appointments that they have to attend and they've been court referred to us. We go out of our way again to help our individuals remain dependent as long as possible.

Our third and final region is the desert region. We operate out of three locations in Banning, Desert Hot Springs, and our Indio Adult and Older Adult and Children's clinic as well. Our program is called Wellness and Recovery for Mature Adults. It is very much focused on the whole person health score and providing integrative care. Our members total a little over 520 consumers. Out of that, we have 123 FSP members, and a little over 400 in the wellness track. Our Desert Clinics provide a full scope of services, including individual therapy, group therapy within the home and within other locations as well as our clinic. They provide a lot of integrative nursing care because the desert individuals have difficulty with accessing care. We also provide transportation to and from some of their medical needs if necessary.

CORONA WELLNESS & RECOVERY - Girlyanne Lacson, the program manager at Corona Wellness and Recovery Center provided the following statistics via email, as she was unable to attend today's meeting. Corona Wellness and Recovery is an integrated program located in Corona. They have a combined Substance Abuse Prevention Treatment (SAPT) clinic, Adult Mental Health, and a Children's Mental Health clinic. Currently, their total census with all three programs is 997. There are 652 open cases in adults, with 60 in FSP; 144 in children's; and 141 in SAPT.

CRISIS – Don was unable to join us today and therefore no updates were provided.

PUBLIC COMMENTS/CONCERNS:

The members of the Lake Elsinore Adult BH Clinic, who participated as a group, asked that the TRIP PowerPoint presentation be forwarded/shared with them. It was agreed that the presentation would be forwarded via email to all participants.

NEXT MEETING & ADJOURNMENT:

The next meeting will be held on June 25th, 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 1:58 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	X			DARK				DARK
2. James Lucero	A	A	A	A	A							
3. Laurence Gonzaga	A	X	A	X	A							
4. Maritza Camacho	A	A	A	A	A							
5. Don Kendrick	X	A	A	X	X							
6. Adriana Ardila	A	A	A	A	A							
7. Sonia Navarro	A	A	A	A	A							