

**MISSION STATEMENT:** To assist Contra Costa County mental health consumers, family members and the general public in advocating for the highest quality mental health services and supports delivered with dignity and respect

**QUALITY OF CARE COMMITTEE**  
**Thursday, January 17, 2019, 3:00-4:30pm**  
**At: 1220 Morello Avenue, Suite 100 Conference Room, Martinez, CA**  
**AGENDA**

- I. Call to order/Introductions**
- II. Public comments**
- III. Commissioner comments**
- IV. Chair announcements/comments**
- V. APPROVE minutes from December 20th, 2018 meeting**
- VI. DISCUSS how monitoring occurs in the event that problems are cited in program reviews of MHSA-Funded Augmented Board and Care Facilities**
- VII. DISCUSS a proposal for working with Behavioral Health Services Quality Improvement staff to investigate consumer satisfaction with the BHS grievance system**
- VIII. DISCUSS how seniors and disabled consumers on Medicare have difficulty finding psychiatrists in our county**
- IX. Adjourn**



*In accordance with the Brown Act, if a member of the public addresses an item not on the agenda, no response, discussion or action on the item may occur. In the interest of time and equal opportunity, speakers are requested to observe a 3-minute time limit. If special accommodations are required to attend any meeting, due to a disability, please contact the Executive Assistant of the Mental Health Commission, at: (925) 957-2619*