



Advisory Committee Meeting Minutes

May 13, 2020

1:00-2:30 p.m.

Attendance:

X	Nikki Zogg, SWDH		Nathan Jensen, West Valley Medical Center	X	Joy Husmann, Intermountain Hospital
X	Heather Taylor, IDHW	X	Cristina Froude, SWDH		Skip Goddard, Lifeways
X	Joan Agee, St. Luke's		Bryan Taylor, Canyon Co Prosecutor	X	Sarah Andrade, Lifeways
	Rhonda Robertson Beale, BCIF		Melissa Gifford, Recovery for Life	X	Commissioner Kelly Aberasturi
X	Sgt. Richard Ferrera, Caldwell PD		Sheri Ainsworth, Saint Alphonsus		Stacey Rosecrans Gem County Recovery Center

Facilitator:

Recorder: Cristina

Timekeeper: Cristina

Purpose:

Meeting Schedule: second Wednesday of the month from 1:00-2:00 p.m.

Topic	Discussion	Decision
Introduction and call for agenda items	<ul style="list-style-type: none"> • Cristina updated the group to let them know that as of march she has been full time Operation Section Chief for COVID incident and has been unable to dedicate time to crisis center. 	
Crisis Center Updates	<ul style="list-style-type: none"> • Sarah provided updates for crisis center <ul style="list-style-type: none"> ○ Updated COVID protocol ○ Some hiccups with patients being truthful with screening questions ○ Hired new staff Patrick who is trilingual ○ Tracking high utilization for sustainability and now modifying staffing model to accommodate that. Now has Bachelor level staff at night using 	

	<p>day shift clinicians to complete diagnosis. At night risks screenings and stabilization are what usually takes place.</p>	
<p>Outreach & Marketing</p>	<ul style="list-style-type: none"> • Sarah provided and update: <ul style="list-style-type: none"> ○ Continuing to promote crisis center by increasing Facebook posts ○ Lifeways is also using agreements with local schools who are using telehealth to share information on the crisis center. ○ Promoting telehealth, although not a lot of utilization there, could be due to providers now using telehealth as their own platform. Access to providers and captive audiences could be reason for low need for telehealth at crisis center. ○ Increase in calls for resources in the community ○ Have seen increase of daily census at crisis center, however will need an average of 9 for sustainability ○ Highest number of folks a day they have seen is 9. ○ There are folks with higher socioeconomic status that screen themselves out of services because they might believe they do not qualify for services • Cristina discussed the total number of calls to crisis center will be in annual report • Sgt. Ferrara will begin to distribute flyers and brochures again next week. • Cristina asked about digital marketing campaigns, but that information was not available • Joy reminded the group to outreach for crisis center through Regional Behavioral Health Center • Need to increase promotion of crisis center through marketing and social media 	
<p>Crisis Center Needs/Issues/Concerns</p>	<ul style="list-style-type: none"> • Sarah provided an update on needs: <ul style="list-style-type: none"> ○ Ran through clothing because SVDP closed due to COVID ○ Did community outreach campaign and received generous donations from the community ○ Community also donated cloth masks for center • Sgt. Ferrera stated there was a gentleman at crisis there for 5 days who was given a bus ticket but did not use it. He stated staff was very helpful to provide accurate information to the accounts of services received. He complimented the crisis center doing everything that they could for him. • Joy asked for the average length of stay and Sarah said it was about 12.5 hours. Annual report will have that average. 	

	<ul style="list-style-type: none"> • Discussed issues with ED holds and calls to Caldwell PD for elopement risks • Nikki requested an update on St. Luke's and Crisis center pilot project <ul style="list-style-type: none"> ○ Sarah provided an update on partnership for utilization of crisis center from St. Lukes with medical clearance from hospital ○ Successful referrals have come through ○ Pilot was to include discharge planning from St. Luke's ER, psychiatric unit, and outpatient services to the crisis center • Joy asked what the feel was on budget presentations to counties by commissioners <ul style="list-style-type: none"> ○ Nikki stated that she has not received questions or concerns ○ There are questions on sustainability and Nikki has discussed with Sarah on the need to increase daily census numbers 	
Sustainability Update	<ul style="list-style-type: none"> • Cristina provided an update on county budget presentations to county commissioners for budget proposal for crisis center that have occurred and are occurring. Presentation is done by Nikki Zogg, SWDH Director • Cristina shared status update document shared with county commissioners. Document includes 7 recommendations for improving behavioral health services in Region 3 • Sarah provided an update of grant application to Regional Behavioral Health Board to cover transportation services to crisis center. Uber Health is something that crisis center plans to use. Waiting on approval from RBHB • In March saw 38 claims for reimbursement that they were able to bill out, 29 in April so far • Currently able to bill out to Aetna, IPN, Optum, Pacific Source, Select Health, • BlueCross of Idaho was sent out Friday with additional request that were made • Sgt. Ferrera questions what was the flat rate billed and that is \$310 • Heather asked if crisis center has been getting payments from all providers. Sarah let group know we they have billed for those services but does not have total amount of funds received as of yet will have for the group. • Joan questioned if we waive fees to patients struggling financially • Cristina reminded the group that patients are not billed and patients do not receive copays • Sarah discussed how this is part of the misinformation out there and why some may be avoiding the crisis center. 	

Action Items	<ul style="list-style-type: none"> • Next steps will be to amend contract with Lifeways based on changes from IDHW contract and other needed changes. • Re-start outreach and communication and sustainability workgroup, but now on a monthly basis • Cristina will email annual report wot advisory committee • Begin to work on sustainability plan due to IDHW • Heather would like to focus on how to get more law enforcement referrals to crisis center • Joy discussed education for prosecuting attorneys on crisis center • Commissioner Aberasturi discussed training for officers on how to handle a crisis • Cristina will share updated suicide rates in the region and Idaho <ul style="list-style-type: none"> ○ There is an increase in suicide rates • Cristina will share resources from C-Who organization • Cristina will send brochures to Commissioner Aberasturi 	
--------------	--	--

Next Meeting

Date/Time:	June 10, 2020 from 1:00-2:30 p.m.
Location:	SWDH, Zoom
Facilitator:	Cristina Froude
Recorder:	Cristina Froude
Agenda:	
Tabled/Outside work:	
Acronyms	CRCC- Canyon Recovery Community Center UW-United Way Treasure Valley SWDH- Southwest District Health WICCC-Western Idaho Community Crisis Center BCIF- Blue Cross of Idaho Foundation IDHW-Idaho Department of Health and Welfare CPD- Caldwell Police Department IDOC- Idaho Department of Corrections CFS- Calls for service BH- Behavioral Health RBHB-Regional Behavioral Health Board

