



## Advisory Committee Meeting Minutes December 11, 2019 1:00-2:30 p.m.

**Attendance:**

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

**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"> <li>• Introductions were made.</li> <li>• Gene Petty District Judge to present on Mental Health Project</li> </ul>	
Crisis Center Updates	<ul style="list-style-type: none"> <li>• Optum completed audit of WICCC and there were no findings</li> <li>• Discussed second quarter report and concerns regarding daily census numbers</li> <li>• Lifeways will be developing marketing plan to increase awareness of crisis center</li> <li>• Website is now live WIDCCC.org</li> <li>• Spoke to IDHW about funding for marketing waiting on callback</li> </ul>	

	<ul style="list-style-type: none"> <li>• Opening language to marketing of crisis center to be more inclusive of anyone in need</li> <li>• Heather would like to see phone calls, walk ins but don't get admitted to weekly census numbers</li> <li>• Reviewed quarterly report section that has information on calls that come in to the crisis center</li> <li>• Telehealth is also now live for use</li> <li>• Telehealth was tested at BOH meeting and it worked very smoothly</li> <li>• Will be working on a health alert to go out to all physicians in Region 3</li> <li>• Client feedback was liked from quarterly report</li> <li>• Heather would like to see feedback from Lifeways on client feedback and have that as standing agenda item</li> </ul>	
Outreach & Marketing	<ul style="list-style-type: none"> <li>• There was discussion on how to market to people who are homeless</li> <li>• Discussed communication/marketing plan</li> <li>• How much does lifeways need for marketing and what will they do?</li> <li>• Discussed budget for ads, geofencing, radio, brochures, flyers, website</li> <li>• Social media and flyers created internally are the only avenues at the moment to market crisis center</li> <li>• Add the website on tear off flyer and adding QR code send Richard the website he will create QR code</li> <li>• Health alert needs to be more conscience, shorter, inclusivity language for all from anywhere, make it as simple as we can just what you want me to do basics or it gets deleted</li> <li>• Discussed the possibility to reach out to BCIF or Optum for funding outreach and communication</li> <li>• Discussed carry over funds from the original opening date of October 2018. Ryan at IDHW stated there were no unused funds available</li> <li>• What are the most effective use of marketing funds?</li> <li>• BCIF report found that the awareness of the crisis center was very low</li> <li>• Discussed future television ads to reach out to missing populations</li> <li>• Judge Petty asked for the number of law enforcement drop offs. First quarter was 31 and in the second quarter it was only 9. Sgt. Ferrera discussed the complications of taking people to the crisis center vs. hospital</li> <li>• Nikki discussed the ability to identify frequent utilizers and find a way to reach out to them by the crisis center in a form to better serve those individuals</li> </ul>	

	<ul style="list-style-type: none"> <li>• Cristina discussed the possibility to have the advisory committee have MOUs in order to share patient information to better serve individuals who high numbers of accessing the ER or jail.</li> <li>• Discussed thinking outside of the box for marketing like banks, bathrooms, bars</li> <li>• Using MRC volunteers or mental health court participants to help distribution of flyers and brochures</li> <li>• Richard discussed CPD had a 2-hour slot monthly at Spanish radio stations where they can discuss the crisis center</li> <li>• Cristina will create health alert in Spanish for the officers to use during their radio time</li> <li>• Discussed outreaching to Hispanic populations also</li> </ul>	
Crisis Center Needs/Issues/Concerns	<ul style="list-style-type: none"> <li>• Contract amendments needed to include outreach and communication plans, quarterly reporting clarity, site audits, corrective action plans</li> <li>• Cristina and Heather have provided their edits</li> <li>• Workgroup will be developed to assist with contract amendments and it would include Kelly, Cristina, Heather, Nikki</li> <li>• Contract will be going through attorneys for review</li> <li>• Kelly will provide a jail contract as a sample</li> <li>• Cristina has developed an auditing tool that would be shared prior to a site visit</li> </ul>	
Sustainability Update	<ul style="list-style-type: none"> <li>• BlueCross and BlueShield have agreed to move forward with credentialing process</li> <li>• IPN has moved forward</li> <li>• Optum just completed site visit</li> <li>• St. Luke's Health Partners has agreed to move forward</li> <li>• Testing submitting claims</li> <li>• All for the same rate of \$310 per episode</li> <li>• Discussed giving legislators/JFAC a one pager on sustainability update with payer updates, telehealth info, as well Optum site visit results send Nikki email with updates</li> <li>• Discussed hospital contributions to the crisis center sustainability</li> <li>• Discussed county contributions for marketing if that is what is needed</li> <li>• Discussed county contributions based on populations or treating counties like payer and they pay rate for what they use</li> </ul>	

	<ul style="list-style-type: none"> <li>• Discussed waiver to cover behavioral health services through Medicaid expansion</li> <li>• Nikki will be presenting to counties on the district budget and on a separate agenda item will be making budget request for the crisis center. Lifeways CEO Tim will be also present during that time</li> </ul>	
Judge Petty	<ul style="list-style-type: none"> <li>• Judge Petty presented on the current mental health system that included state hospitals in the past and currently many are in jails</li> <li>• The supreme court started an initiative that Judge Petty has been tasked to work on locally</li> <li>• Currently taking a fresh look at the current system</li> <li>• Planning a two-day training to bring Sequential Intercept Model (SIM) to Region 3, which will occur spring or summer</li> <li>• Looking at diversion, coordination on mental health services</li> <li>• Cristina discussed BCIF work that included a readiness assessment, gap analysis, system map, ethnography work, market analysis to assess the current behavioral health crisis system in Region 3 and developed a road map of what it would look like to improve the current system</li> <li>• Cristina shared information on the Fletcher group which was focused on transitional housing for folks leaving the correctional system</li> <li>• Discussed bringing all the partners together in the 2-day training to begin to strategic plan</li> <li>• Judge Petty shared that he is in the process of applying for a SAMHSA grant to cover the cost of this training</li> <li>• Nikki discussed Idaho City's system use of an EHR to improve information sharing</li> </ul>	
Action Items	<ul style="list-style-type: none"> <li>• Create cut out flyer in Spanish also</li> <li>• Update brochures</li> <li>• Create health article in Spanish for CPD</li> <li>• Email group website update</li> <li>• Legislators one pager</li> <li>• Email the group the brochures</li> <li>• Review health alert and email Cristina</li> <li>• Schedule contract amendment workgroup</li> </ul>	

**Next Meeting**

Date/Time:	January 8, 2020 from 1:00-2:30 p.m.
Location:	SWDH, 13307 Miami Lane, Caldwell in Gunderson Room or 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