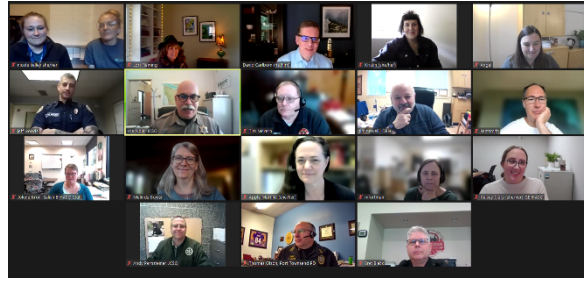


ATTENDEES

Tim McKern, Quilcene Fire; Mary Fortman, JHC, QA and Process Improvement coordinator, Case Mgmt/Social Work; Joe Nole, Andy Pernsteiner, JCSO; Apple Martine, JCPH; Jolene Kron, Kelsey Clary, SBH-ASO; Jim Novelli and Angel Afford DBH; Tom Olson, PTPD; Bret Black, EJFR; Jeff Woods,



EJFR/CARES; Kent Smith, JHC-ED; Laurie Tinker, EMS Council; Nicole Kelly, Sam Boyd, Kristin Aura, Angel Afford DBH/REAL; Melinda Bower, JCPH School-Based Health Centers; David Carlbom, Convener and JeffCo EMS Medical Program Director; Lori J. Fleming, Meeting Coach.

Access the [Meeting Packet PDF here](#)

CASE REVIEW OBSERVATIONS AND INSIGHTS & USE OF BH RESPONSE PATIENT CARE PROTOCOL

Exploring what went well and what possible system opportunities are revealed.

- Went well: People continued to respond consistently, persistently, even after repetitive calls; law enforcement partners used good judgement in recognizing the subject was not a threat to them and their safety, and proceeded to collaborate closely with EMS; EMS did a good job in transporting the subject a long distance in the tough early morning hours; ED worked well to ensure the patient was safe and did what they could within the limits of the law; Impressive no one thought they were in bodily danger
- Opportunities: EMS/Navigators could work to ensure a warm-handoff, that is *visible to the call-subject*, from themselves to the REAL team, or whoever is appropriate. This action can have a lot of cache with the call subject. It helps to ensure continued outreach is accepted and that we reach the goal of building trust and a longitudinal relationship with call-subjects.

PROGRAM UPDATES

EJFR's FIRE CARES Program Jeff Woods noted 101 referrals on the ESO side, Leanne has had about 6 referrals between law enforcement, DBH, and Brinnon. CARES was case managing 8-11 people a day in the first few months, then it has slowed down to more like 3 a day in the past month. Caregiving resources are scarce, and there is great need amongst the local dementia/Alzheimer-suffering population.

How do people get ahold of CARES? Jeff Woods notes he often lets a prospective individual know law enforcement or firefighters (911 services) gave him their name because they care about the individual and want to make sure the individual is doing ok. This approach often leads to the subject allowing CARES in the door to begin assessing what is needed, and connect the priority services needed. CARES is not able to follow up on JHC patients, so they help connect those call-subjects to health care navigators. Sometimes APS calls CARES.

Woods notes reporting, ensuring HIPAA compliance, tracking data for grants, etc. is always a challenge. Sees an opportunity to streamline report writing which could free up firefighters to be available to handle 11-12 calls per day regularly.

Bret Black noted:

- A checklist of what Jeff Woods does has been created and will be used to train up a few people that can take Jeff's place if he has to go do activities to maintain his paramedic license, go on vacation, etc.
- Funding from the BHC and BHAC contracts are being finalized that will fund the program through most of the rest of this year.
- The Association of WA cities may be interested in providing additional funding to keep the CARES program going beyond 2023.
- Sees the CARES program growing, possibly following EJFR's strategic plan initiatives such as mobile integrated health, and others

REAL Program

- Nicky Kelly gave an overview of the REAL Program. (See [Meeting Packet](#), pp 2-8, particularly the successes and challenges shown on slides 7-8.) **For referral call 360.385.0321 x154**
- Jolene Kron provided data covering July 2022 through December 2022 including Referral and Outreach Referral Source, Referral/Outreach by Month and noted the case management contacts have gone up to 19, with the work a close-to-even split between light and intensive case management needs. (See [Meeting Packet](#), pp 9-12)
- Jolene noted the requirements for data tracking have had many updates and the SBH-ASO is working diligently to get this stabilized.
- Nicky clarified REAL outreach includes going where people are staying. Self referrals are up. Noted it has been a big struggle to get elderly people the resources they need.
- Apple Martine was interested in how REAL team and youth and how to help the community understand this type of resource is available to younger people. Jolene noted that it varies across the region. Melinda Bower is interested in collaborating with REAL, perhaps connecting them with Ave Avelino, who is working with Port Townsend School Based Health Center (SBHC).
- Opportunities:
 - Explore having the REAL and CARES Teams meet on a routine basis to get to know each other's services and cover each other. Jeff Woods/Nicky Kelly will collaborate/follow up.
 - Explore if Empowered Teen Coalition could be a connection point between REAL and student-oriented channels. Connect Nicky and Sam from REAL with Lindsay Scalf and Holly Gumm – from Empowered Teens Coalition, and possibly with Ave Avelino @ the SBHC.

Legislative Update:

- Jim Novelli updated the group with the [Status of Key Bills as of April 10, 2023](#).

FOLLOW-UP FROM WINTER BH SUMMIT MEETING

PTPD/JHC – Working to clarify vocabulary around ITA

From Jan 2023 Mtg: Chief Olson and Dr. Kent Smith will explore how to best clarify police officer vocabulary and their understanding of their role around ITA. (While a police officer cannot ITA someone, they can bring someone into custody and request the Emergency Department request an evaluation by the DCR.) Chief Olson noted the opportunity to clarify the process and who can make those decisions once an officer brings an individual to the ER.

- Kent Smith notes there is no update – at this time.

DBH/SBHC – Liaison approach for teen referrals

From Jan 2023 Mtg: SBHC/DBH will explore having DBH appoint a liaison who will operate as the point person for the SBHC to work with on teen referrals.

- Melinda Bower noted prior to his retirement, DBH’s David Hall was a great collaborator in making the system more efficient for referrals from SBHC.
- Susan O’Brien and Anne Dean are meeting next week to explore approaches to liaison service connection for teen referrals.

JHC – next steps for quarterly care conference

From Sep 2022 Mtg: JHC working to create a system to have collective quarterly care conferences.

- Mary Fortman/JHC is working on an MOU that would include the agencies at the BH Summit table. JHC is also looking at the case presentation format, the process for agencies to propose a person for the case conference process, clarifying what sort of documentation is needed, and how patient information be conveyed to agencies prior to conference. The goal is a process that ensures patients are protected while also being supported in this collective way.

NEXT STEPS SUMMARY

- EMS/Navigators will work to provide a warm hand-off that is visible to the call-subject, from themselves to the REAL team.
- Explore having the REAL and CARES Teams members meet on a routine basis to get to know each other’s services and cover each other. Jeff Woods/Nicky Kelly will collaborate/follow up.
- Explore if Empowered Teen Coalition or Ave Avelin@ SBHC could be a connection point between REAL and student-oriented channels. Connect Nicky and Sam from REAL with Lindsay Scalf and Holly Gumm – from Empowered Teens Coalition.

NEXT STEPS SUMMARY – CONT'D

- From Jan 2023 Mtg: Chief Olson and Dr. Kent Smith will explore how to best clarify police officer vocabulary and their understanding of their role around ITA. (While a police officer cannot ITA someone, they can bring someone into custody and request the Emergency Department request an evaluation by the DCR.) Chief Olson noted the opportunity to clarify the process and who can make those decisions once an officer brings an individual to the ER.
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- From Sep 2022 Mtg: JHC working to create a system to have collective quarterly care conferences.

NEXT MEETING

- Next meeting date is set for Wednesday, July 19th, @ 3pm. Save the date evites have been sent.
- Tim McKern suggested Youth Data is a topic that we might consider for a future meeting.
- Andy Pernsteiner: Do a case study on a mental health patient encountered at the Safeway in Port Townsend over several days, that all the agencies have been involved with. Carl bom to get date from Pernsteiner to track down that case study content.
- Apple Martine suggested exploring/addressing/supporting players experiencing compassion fatigue among the agencies at this table.

UPCOMING EVENTS

- Resiliency Training: Free Sessions
 - May 15, 2023, 12:00-4:30 PM: at the Poulsbo Library (Community Room), Poulsbo
 - June 8, 2023, 12:00-4:30 PM: at the 7 Cedars Casino (Blyn Bay Room), Sequim
- Please sign up at:
<https://www.cognitofrms.com/SalishBehavioralHealthAdministrativeServicesOrganization/SBHASO2023StaffResilienceTrainingRegistrationForm>