

# MALHEUR COUNTY COMMUNITY MENTAL HEALTH, LOCAL ALCOHOL AND DRUG AND DEVELOPMENT DISABILITIES ADVISORY COMMITTEE

**Attendees:** Jenn Susuki, Judge Joyce, Brian Wolfe, Chris Wolf, Anna LaRosa, Susan Gregory, Bob Dickson, Connie Tanaka, Leanne Swetland, Jim St Michell, Kellie Dickinson, Wendy Hill, Melissa Williams , Liz Johnsen; Tammy Cortright

- **CALL TO ORDER**

Meeting was called to order at 1:32 pm MT.  
Introductions were made to the group.

Review of previous meeting minutes

With no changes to the minutes, the minutes were approved as presented.

- **PUBLIC INPUT** -please limit remarks to 5 minutes

None Present

- **Lifeways**

- Current data
- Internal goals
- Update on scheduling clients / appointment availability (<https://www.lifeways.org/ontario-oregon> )
- General updates
  - Accessing Lifeways services was discussed. Dr. Liu is currently meeting weekly with all program administrators to increase access and create better availability. On the external side, he is trying to establish community relations with community partners. Dr. Liu has met with several community partners this last month. He is currently trying to reduce any barriers to this that he sees.

- Client satisfaction was discussed both internally and externally. He is currently meeting weekly with teams discussing client satisfaction.

Jenn asked if clients completed surveys when discharging. Dr. Liu advised that this is currently how this is being done. He has asked programs to relay any information that may be negative immediately.

- Lifeways CDDP recently had a state review which also interviewed clients which had positive feedback.
- Community touch point was discussed and net provider scores.

Lifeways is looking to implement an internal program. It is called team steps. This is a program that optimizes client relationships. All Lifeways staff will be trained on this. This is to improve client safety, and be more efficient. This is a tool that hospitals use. It helps reduce medical errors.

- Transparency was discussed with regards to access to appointments. There is a radio button now on the Lifeways.org website where you can view available times to schedule a visit. Dr. Liu

walked the group through the steps in order to show access of service times. Liz is asking that if anybody on the community partners teams gets a different answer when calling into the office to please contact someone on this committee immediately. Wendy Hill asked if someone could join in on one of their All Staff meetings to walk their staff through these steps. Liz advised that Christopher Liu and Ron Van Ausdal would be happy to come to any team meetings to walk through this. Please note that you cannot schedule an appointment on this screen. Lifeways is currently trying to tie this into the client portal. Having some technical difficulties with this.

- The power point was discussed. The information on this is quarterly dashboard information. Liz asked if there were any questions. Liz walked through each of the slides explaining the results.
- There was discussion on what models will be used to keep clients out of the ED. It was discussed that crisis would go with LE to a crisis point.

Ron Van Ausdal will be the contact for this program, and the program should be up and running by June 2021. Currently Lifeways is advising to take at risk youth to the ED. January 2021 the funds will be available to staff and implement the program. Lifeways have just received their certification. Will reach out in January to begin trainings. For the crisis piece there will be several meetings to determine what this will look like.

Jenn Susuki asked if Lifeways has staff available for the crisis response. Lifeways does have staff, but will also need to hire. Hiring right now has been difficult.

Jenn S. asked how the community partners can reach out to Lifeways when wanting to work on this program. Christopher Liu would be the contact. Liz is hoping the advisory committee will help with outreach to get this going. Jenn asked what about the schools? Administrators, school counselors? Christopher Liu advised initial training will roll out to community partners.

- Encounter rates were discussed and the goals going forward.
  - ✓ Information from other counties will be presented at the next meeting. Turnover rate was also discussed. Comparison numbers would be helpful for everyone to view.
- It was decided that quarterly information was sufficient.
- Wendy Hill voiced that she thinks Team Steps will be beneficial for Malheur County and Lifeways.
- Christopher Liu discussed what training Lifeways can provide to the community partners. Anna L. would like extra training for caring for CH crisis in children. This could also go for training for foster parents or in home families, or care givers. ED staff would benefit from this. Also good for case workers. Melissa advised that their staff has been receptive to the MH first aid training. Jenn S advised that the training that have been offered to the schools and staff have been excellent. Jenn S. gave Christopher Liu some of the trainings that have been offered to the schools in the past.
- Melissa advised by just putting the word out regarding some of the changes we are making at Lifeways would be good community public relations. Lifeways updates at the school meetings would be helpful. This would not be child specific, just what we are working on, etc. Updates

on what Lifeways can offer, maybe some type of MDT, resiliency training. April 2<sup>nd</sup> is the next meeting.

- ✓ Sarah Andrade would be the contact for this, Dr. Liu can send this contact information out to the group.

- **OLD BUSINESS**

- System of Care meeting schedule  
System of care executive meeting was discussed. It will meet for one hour prior to this meeting. Same Lifesize address. Jenn S asked if we should send an invite to everyone or just whom signed up. It was decided to send out to everyone – primary to certain individuals who signed up with optional attendance for the rest of the team.
- Goals of Advisory Committee (sub-committee meeting)  
Susan Gregory or Brian Wolfe were asked to update the group on the sub-committee meeting. Susan, Brian, and Leanne were in attendance at this meeting.
  - Discussed SIM mapping. Working on juvenile SIM mapping, getting this set up.
  - Leanne spoke about DD program and barriers. Mentioned new program on skill building. How is this accessed? May need more information on what everyone is doing, who serves who, and how processes work.
  - Talked about where is the comprehensive mental plan.
  - Talked about the need of developing the needs and resources in the community.
  - Identified what to do going forward to make the meetings meaningful.
  - One piece missing in meetings is there is no participation from clients and family members. Unsure if we are at the point where it would be helpful for them to attend at this point.

Jenn asked if there is any information on what other programs look like and how others are going about this. Program updates?

- SIM Mapping – return to conversation regarding Priorities Change List
  - Resource Guide update/ Jane Padgett's email list  
Priorities change list was discussed as a good place to start.
    - Housing and release of assistance officer had most votes.
    - Crisis keeps coming up. Maybe understanding what is going on in other places?
    - Would like to know what Hermiston is doing that is working well.
  - Jenn S discussed the resource guide. Any update on sending information to Jane Padgett? This was part of the SIM mapping. Liz advised this is being loaded onto our website but is not complete. Should be completed by end of December. One suggestion in notes that offering be sent to Jane Padgett at DHS as a way to get word out to families. Ie. Parenting class.

- **ROUNDTABLE**

- Updates/Review of Services

- Needs (including future training needs)
- Priorities

**Bob Dickinson** asked how pre hospital staff can integrate into the system to be better trained for people in crisis. Christopher Liu would like to work with acute care and ENCC to integrate this. Bob is also looking for some training on staff burnout.

- ✓ **Liz Johnsen** asked if **Chris** and **Bob** and **Liz** could go offline in a conversation regarding this. **Anna L** would like to be part of this conversation as well.
- ✓ Jenn also stated to the group if there are any trainings that Lifeways feel would be beneficial to the group, please let them know. **Liz** will take this back to the executive group.

**Kellie Dickinson at LRC** currently has several referrals, and intakes scheduled. Staffing is difficult. Outpatient is down one staff, working on filling this.

- ✓ Kellie will put together a presentation for next meeting on referral process to LRC.

**Leanne Swetland – CDDP** – continuing to provide supports on caseloads. Have 16 eligibility applications. This has increased. Service Coordinators continue to contact clients weekly or monthly.

- ✓ Jenn S. asked if others could meet with Leanne. Leanne advised that the power point is not quite finished on the process, but could get this completed and sent out to the group.

**Melissa Williams** – are beginning limited in person instruction. Have had more staff members in quarantine. Not many substitutes can manage the online learning.

**Connie Tanaka** – Is Lifeways serving any veterans for anxiety, depression? Does the veteran have to be pre-approved by the VA? Liz advised that we do serve vets for a range of diagnosis. Would also assist getting vets insured if necessary. Can do telehealth and assist with funds for this if needed.

- **Questions/ Discussion**

- **Adjourn**

With no further business, the meeting adjourned at 3:10 pm MT.

Respectfully submitted,

Tammy Cortright

Lifeways Compliance Specialist