

Children's BH SOC Outreach Meeting

June 1st, 2021, 3-4pm

Goal: Develop a plan, which includes the 988 work

Chair: Marti Rosenberg

Participants: Christine Ure, Marcia Tryon, Lisa Conlan, Charlotte Kreger, Jill Glickman, Nicole Saunders, Kristen Petraca, James Rajotee, Ashley O'Shea, Jenna Pfueller, Jalatso, Monique DeRoche, Kelly Brennan

System of Care Workgroup materials at: www.eohhs.ri.gov/initiatives/childrens-behavioral-system-care

- **Chris Ure, BHDDH: presentation of [988 video](#)**

- Crisis Care for Everyone, Everywhere, Every time: New plan to create a comprehensive crisis network involving: call center, mobile crisis outreach (24-7 non law-enforcement response), facility-based short term stay and stabilization.
- Unified system of care for mental health and substance use crises
- More information at crisisnow.com
- Federal legislation mandates that 9-8-8 goes live July 16, 2022
 - State plan due by 8/30/21
- RI received planning grant from Vibrant Emotional Health
 - Working with stakeholders across RI to create implementation plan
- Core tenets:
 - Main goal: connection you make with 988 is at state/local level
 - Universal and convenient access: 24/7, statewide, include phone/text/chat + mobile outreach
 - Statewide awareness of number
 - Everyone answering phone/chat has been trained and has connections to localized resources, and there is follow up with everyone who contacts the crisis center
- Coordinated system:
 - Crisis center + mobile crisis team + receiving and stabilization services
- Funding:
 - States can use option to levy a fee
- Need to include all groups in planning who have stake in this work
- Future vision:
 - Increase # of triage centers, beyond just BH Link
 - Expand mobile outreach
 - Add in text and chat capabilities
- Looking into potential other models to use as a template (CAHOOTS, Denver's STAR, etc.)

RI's Behavioral Health Crisis Response System				
	Call Lines	Triage Centers	Mobile Outreach	Post-Crisis Outreach and Stabilization
Existing Services	<ul style="list-style-type: none">• 8 CMHC catchment areas covered by 6 CMHCs each with its own 24/7 hotline• BH Link warmline, suicide lifeline, and recovery house line• Kids Link/Brodley Access Center• Good Samaritan's 24/7 listening line• OUD hotline through RI Hospital	<ul style="list-style-type: none">• BH Link	<ul style="list-style-type: none">• Fire and Law Enforcement• BH Link in limited areas• Clinical ride-alongs with LE	<ul style="list-style-type: none">• HOPE Initiative• CMHCs• Recovery Centers
Future Vision	<ul style="list-style-type: none">• Text, Chat, TTY Accessibility	<ul style="list-style-type: none">• Accessible triage services in all locations	<ul style="list-style-type: none">• Scaled up statewide	<ul style="list-style-type: none">• Sustainable resources for post-crisis stabilization

- 988 planning will take into consideration existing state-level planning that's already happened around this topic (i.e. the Children's BH SOC planning grant)
 - Questions?
 - Existing model: Go Team police partnerships: Prov, EP, CF, Pawtucket, and State Police where clinicians partner with police to go to relevant calls
 - Need to consider how to scale it up to all communities, and how to coordinate it across the state
 - CAHOOTS may also be implemented in the state in certain communities
 - How to align outreach from planning of SOC with 988 outreach?
 - Critical to make sure people know that 988 is for all ages
 - Will 911 route appropriate calls to 988?
 - Want to make sure other warm lines can patch through to 988 for crises that require immediate response
 - 2-pronged approach explaining that BH/KIDSLink aren't going anywhere, but this is another resource— "foundational knowledge" marketing campaign
 - Must align with national messaging (which isn't out yet)
 - Need to ensure that people answering the phones/texts are trained according to specific standards—need to make sure that people know how calling 988 is different than calling 911
 - Require extensive public education about what a BH crisis is and make sure the public is trusting of the system so they know the person they're calling for will be taken care of appropriately
 - Need to align with planning and operational outreach for the CBHSOC
- **Engaging with other CBHSOC Workgroups**
 - Make sure outreach and education piece is based off the other workgroups' output
 - Reference EOHHS website: <https://eohhs.ri.gov/initiatives/childrens-behavioral-health-system-care>
 - **ACTION ITEM: Email Ashley/Marti re: being a liaison to other workgroups.**
Responsibilities would be to listen and engage with the other workgroups to bring them information from our Outreach and Education planning, and bring key points from their meetings back to this group. Email ashley.g.oshea@ohhs.ri.gov or marti.rosenberg@ohhs.ri.gov if you're interested in taking this role with any of the workgroups.
- **Aligning with Ensuring Equity Work Group**
 - Members of group interested in hearing from families about what they think about MH/SUD so we can approach all levels of the continuum of care, from prevention to treatment, with a culturally appropriate lens
 - Consider additional burdens on families that impact their BH: immigration, COVID isolation, feeling heard in provider offices, etc.
 - Lisa Conlan from PSN, open to help us organize meetings with families
 - Important to consider families who are in crisis and before they're in crisis
 - Viviana is marketing person at PSN who can also help
 - Look into existing conversations with focus groups – Let's Talk Mental Health campaign?

- Target people who aren't already accessing services, but people who aren't already keyed into the system because of the stigma
 - Who can we reach out to who isn't already providing/receiving services?
 - Go to where people are, not where we always go
- **ACTION ITEM: If interested in helping with this planning, please email Marti at marti.rosenberg@ohhs.ri.gov**
- Make sure meetings have:
 - Trauma-informed clinician
 - Community sponsor
 - Facilitator
- When?
 - Try to use existing spaces, i.e. during Pride
 - **ACTION ITEM: Marti/James to talk to school of social work re: partnership to get this off the ground**
- Next meeting time: currently scheduled Tuesday after 7/4
 - **ACTION ITEM: Will consider switching meeting to 7/12**