



COMMUNITY HEALTH  
IMPROVEMENT PARTNERS  
*making a difference together*

**BEHAVIORAL HEALTH WORK TEAM**

***Meeting Minutes***

**January 14, 2010**

**8:30am-10:00am**

Salvation Army Door of Hope – Administration Bldg

2799 Health Center Drive

San Diego, CA 92123

(858) 279-1100

*(Although the street address is Health Center Drive, turn East on Vista Hill Drive off of Health Center Drive. Door of Hope entrance will be on your right. Parking is available in front of the Salvation Army Administration Building.)*

**Attendees**

- Laura Andrews, Mental Health America
- Marcia Ayers, UBH San Diego Public Sector
- Bob Brooks, NAMI North Coast
- Angela Carrillo, Sharp Mesa Vista (Co-Chair)
- Dr. Ruth Covell, UCSD School of Medicine (Co-Chair)
- Aron Fleck, Community Health Improvement Partners
- Jane Fyer, Residential Care Committee of San Diego County
- Rhonda Gibbs, Independent Living Association, CRF- Housing
- Dr. Abe Krems, Retired Physician, AIS Adv. Board
- Liz Kruidenier, NAMI North Coast
- Aidee Roman, 2-1-1 San Diego
- Beth Ruland, Community Health Improvement Partners
- Megan Sengbush, Sharp Mesa Vista - El Cajon and Mid-City
- Meg Storer, 2-1-1 San Diego

- |      |  |         |                   |
|------|--|---------|-------------------|
| I.   | <u>Introductions/Networking:</u>   | 8:30 am | All               |
|      | All members introduced themselves.   |         |                   |
| II.  | <u>Approval of Minutes:</u>  | 8:35 am | R Covell          |
|      | Minutes from the December 10 <sup>th</sup> Meeting were approved.  |         |                   |
| III. | <u>UBH Online Database Update</u>  | 8:40 am | M Ayers           |
|      | UBH is in the process of entering data and updating their new online database.   |         |                   |
|      | The new database will be available to the public shortly and will be a tool to encourage proactive self-help.  |         |                   |
| IV.  | <u>Presentation: 2-1-1 Information Database</u>  | 8:40 am | M Storer, A Roman |
|      | M Storer and A Roman presented an overview of the 2-1-1 Informational Database. Highlights from this presentation include:   |         |                   |
|      | <ul style="list-style-type: none"><li>• 2-1-1 is a private information specialist organization that lists community benefit services, including community health and disaster services.</li><li>• 2-1-1 recently implemented a quality management program and is working to streamline operations in order to better meet client needs. Call staff is trained to: (1) relay information and explain resources so clients will feel empowered to help themselves in the future and; (2) hear the secondary and tertiary problems that may not be explicitly addressed in calls.</li><li>• New programs include contracting Certified Application Assistors (C.A.A.'s) to help clients apply for food stamps and the POET (Partner Outreach Education Training) Program to help community partners understand how they can use 2-1-1.</li><li>• While 2-1-1 staff is trained on disseminating information, they are not trained behavioral health specialists. Many mental health calls are referred to UBH.</li><li>• 2-1-1 disseminates information through two mechanisms: (1) A toll-free call center and (2) an</li></ul> |         |                   |

online database.

o 2-1-1 Call Center:

- Receives an estimated 300,000 clients per fiscal year. Approximate call time is 6.5 minutes; average wait time is approximately 2.5 minutes.
- Both 2-1-1 and UBH use AT&T Language line and have capabilities to translate to more than 150 languages.
- The Call Center saw an increase of 21% in December 2009 and a 15% increase in mental health calls.
- Community agencies, crisis homes and case workers are given a priority number to use in emergencies.
- In order to better serve clients, 2-1-1 requested they be notified if they are referred to, or should anticipate increased call volume.
- The new 2-1-1 telephony system ties the call center and online database and allows users to create accounts and favorites pages, and also offers chat and text capabilities.

o The Online Database (<http://www.211sandiego.org/>):

- The online database hosts over 5,000 community services and six to seven “highlights pages” to focus on specialty issues.
- The database offers google capabilities and the ability to filter results by name, relevance, zip code, and Court Appointed Programs.
- The database is updated through an annual survey process; some services are updated more frequently (ex: Board and Care availability is updated daily).

2-1-1 encouraged the BHWT to search the online database to ensure their organization’s information is accurate.

To update your organization’s information, users can:

1. Call (868) 300-1200, email [resourcecenter@211sandiego.org](mailto:resourcecenter@211sandiego.org) to receive a packet with instructions on how to update your organization’s information, or
2. Search for your agency through the online database and click “Suggested updates to this Page”.

2-1-1 actively shares information with the community in order to raise awareness of community need. Please contact Mona Freels ([Mfreels@211sandiego.org](mailto:Mfreels@211sandiego.org)) with any suggestions for improvements or ways that 2-1-1 can better help your organization.

M Storer and A Roman left the BHWT meeting after their presentation; 2-1-1 was not involved in further discussion at the meeting.

The San Diego Reader Article “I Never Thought I'd Become a Welfare Queen” was mentioned; it was suggested that an editorial in response to this article could be an effective way to educate the public on 2-1-1’s services.

V. HELP Connection Update

9:10 am

R Covell

The Committee held further discussion regarding updating the HELP Connection Book.

It was mentioned that while there are several online databases that highlight behavioral health resources; the narrative descriptions, glossaries and explanations of behavioral health services included in the HELP Connection Book are not available anywhere else and continue make the HELP Connection Book a valuable resource throughout the community.

The Committee suggested that only the narrative descriptions and resources unique to the HELP Connection Book be updated and available on the CHIP Website.

It was noted that this project may have potential to: (1) be included in ILFP trainings and rolled into

ILFP grant funds and; (2) added as a “highlight page” on the 2-1-1 website\*.

\* Note, 2-1-1 was not in the room to participate in this discussion.

The BHWT will continue to discuss updating the HELP Connection Book in future meetings.

VI. Depression Screening Update 9:25 am All

An updated Depression Screening Site Log Report was sent with the Meeting Announcement on 1/7/2010, please see (SurveySummary\_12092009.xls) for details.

It was noted that planning for 2010 Depression Screening may be coordinated with the Suicide Prevention Action Plan and other PEI grants.

VII. Independent Living Facility Project Update: 9:30 am A Carrillo

As per the December 10<sup>th</sup> Meeting suggestions, the ILF Sub-Committee will create an evaluation component to the ILFP. The White Paper draft will be updated with the evaluation plan and is scheduled to be complete by the end of January.

It was suggested that a “neighborhood orientation” be included in ILFP trainings as a way to ensure consumers experience a successful integration into new neighborhoods.

Next ILFP Meeting Date – January 27, 2010 (Last Wednesday of the month), 12:00 p.m.

San Diego County Case Management offices (1250 Morena Blvd, 2nd fl. Conference Room)

VIII. Related Business: 9:45 am A Fleck

a. UCSD ED Waiting Room Display Board

The UCSD-Hillcrest Emergency Department hosts two display boards that highlight public health issues each month. The main display can hold two 19 ½ x 22” posters; the second display can hold one 21x31” poster. Public health DVD’s can also be shown in the waiting room.

Please contact Ruth Beauchamp ([rbeauchamp@ucsd.edu](mailto:rbeauchamp@ucsd.edu)) or Brian Lokar ([brianlokar@gmail.com](mailto:brianlokar@gmail.com)) for more information.

b. Steering Committee Update – February 2010

Additions to CHIP committee work plans must be approved by the Steering Committee.

The next Steering Committee Meeting is scheduled for February 24, 2010.

c. Meeting Location Change

**Action Item: A Fleck to send the Committee a Doodle Schedule Survey to determine interest and availability in changing the BHWT Meeting time and location.**

IX. Other Announcements/Sharing 9:55 am All

a. County HHS A Health Strategy Agenda Presentation to CHIP Committees, Wednesday, January 27, 2010, 9:30 – 11:30, North Central Region Administration, 8965 Balboa Avenue San Diego, CA 92123

b. CHIP 15<sup>th</sup> Anniversary Celebration – February 18, 2010, 5:00 pm – 8:00 pm, Air & Space Museum

c. The San Diego County Childhood Obesity Initiative (COI) Healthcare Systems & Providers Domain is looking to establish new partners from the mental health field to address the strong associations between mental health and obesity. The COI would like to invite the BHWT to attend their monthly meetings, scheduled on the first Tuesday of every month from 1 – 2:30 p.m. at the HHS A Rosecrans Complex. Please contact Erica Salcuni ([esalcuni@hasdic.org](mailto:esalcuni@hasdic.org)) for further details.

d. CalWestern recently released the study *Preventing Suicide Among Elderly Caucasian*

*Males*, please see (REPORT3.FINAL.teamsave.doc) to view the full study.

- e. Congratulations to Shannon Jaccard, of NAMI, San Diego who was voted one of the 50 People to Watch in 2010!

Next BHWT Meeting Date: February 11, 2010