



Rolling Hills

Community Services Region

Buena Vista * Calhoun * Carroll * Cherokee * Crawford * Humboldt * Ida *
Pocahontas * Sac * Woodbury

Regional Adult / Children Advisory Board Minutes

Meeting will be held via Zoom

Monday, December 18, 2023

1:00 p.m.

1. Call to Order / Welcome and Introductions— Kim Keleher, Chair

Dawn Mentzer, CEO; Kelsey Allen, Administrative Assistant; Theresa Jochum, Leisa Mayer, Caylyn Bishop, Lisa Bringle, Alison Hauser, Coordinators; Kim Keleher, Ashley Miller, PAMHC; Clay Adams, Wesco; Joleen Schmit, Calhoun County Public Health; Nicolle Eaton, Jessi Maxwell, SMHC; Anita Schlender, Imagine the Possibilities; Steve Kremer, Juvenile Court Services; Karla Manternach, Counseling Services, LLC; Darci Peterson, Stewart Memorial; Mindi Rotert, St. Anthony's; Jenna Brown, New Hope Village; Becky Shelton, ITP.

2. Crisis Services Updates – Nicolle Eaton & Ashley Miller

Nicolle Eaton shared there has been a little decline in admissions since the start of September; including 50 people in Crisis Stabilization, Subacute and 23-hour Observation, and 29 mobile crisis. They continue to follow up with approximately 15 court orders each month. Mindi Rotert asked about court order details. Nicolle Eaton explains that prior to a judge issuing a non-compliance order, SMHC attempts to reach out to the client about their court-ordered treatment. SMHC has MOA with other providers to help with follow up. Kim Keleher shared that PAMHC uses community support and they are currently working through their own court-ordered clients.

Ashley Miller shared there has been a steady flow of crisis calls, however, admissions are down. They have received a lot of referrals but over half have declined to come. Being short staffed is a current issue. Mindi Rotert asks about clients refusing to admit. Nicolle Eaton and Ashley Miller both state they are approved for admission but decline to come. The PAMHC, SMHC, and Seasons Center joint referral form will hopefully be ready to roll out by the new year.

3. Crisis Services Marketing Update - Plains and Siouland Mental Health Combined with crisis services updates.

4. Critical Incident Stress Management / Debriefing – Kim Keleher

Kim Keleher discussed the multiple suicides within the schools in the past weeks. Data shows a huge spike in suicides for this age group, which has prompted debriefings and working closely with the schools to figure out a way to prevent. Alecia Smith has been trained and certified in debriefing. PAMHC is looking for 40-50 people that want to be trained and to have teams in place across the region, information will be released once trainings are scheduled. Kim believes Sioux City would need five or six teams. Dawn Mentzer asks about Melissa Drey previously creating a team for debriefings. Kim Keleher stated the training received was not certified, and that Alecia Smith had to go to Ireland for the certified training. Dawn Mentzer offers the region's help, whether it be financial or awareness. Nicolle Eaton also offers any assistance. Joan Hansen shared that the schools and AEA have been trained in the "Prepare Model". Kim Keleher stated that they are aware and schools will be involved. Mindi Rotert shared that a few people at St Anthony's have also been trained and would like to know who to contact to be involved. Kim Keleher will reach out to all once everything is ready.

5. Data Analytics Update – Alison Hauser

Alison Hauser shared they committee will be launching a new platform on July 1st. They will be tracking three new services - IRSH, Access Center, and Subacute; how are the regions reducing inpatient services, Emergency Department visits, and jails/law enforcement involvement. The crisis summit will be presented in late spring in Des Moines. Kim Keleher asked how they are tracking the access center data. Alison Hauser stated they are tracking who comes for walk-ins, were they accepted, and why.

6. Stepping Up Initiative TA Center – Caylyn Bishop and Lisa Bringle

Dawn Mentzer shared that years ago the counties signed a Stepping Up Proclamation to commit to providing intervention into jails which created Jail Diversion. HHS requires an environmental scan for justice involved services and a work group was formed. There is no vote needed, this is just for your information.

Caylyn Bishop discussed the regions' current involvement in the jails. The regions developed a joint group with HHS to show what is already being done, we met in November and will meet again in January. There are three groups: pre-arrest, pre-booking, and post-booking. We will send out surveys on February 16th and need them back by February 29th, however, this is early on in the process so we are not sure who the surveys will go out to. It will help show what we are doing, what we could be doing differently, and what we can do to fill the gaps.

Dawn Mentzer shared that the CEO's will meet in January to decide if they will contract. The company is out of Nebraska and will make two in-person visits to the State of Iowa. They assist with analyzing data and will send us a report. The biggest hurdle will be buy-in from law enforcement, their engagement is critical. Kim Keleher asked if the price is just for our region. Dawn Mentzer stated this is total which will be split but unsure of how at the moment. We don't want to invest this much money and not see the outcome we want.

7. Solution Point Training Proposal

Dawn Mentzer shared a CEO group discussion for FY25. If you choose to be part of the contract, you can select which trainings you would like for your region but you must pay. Our region hosted the 24-hour

Advanced De-escalation Training in September and out of the 18 attendees only five came from our region. Dawn highly recommends these trainings and asked if any look more beneficial than others. The challenge is the length of time of trainings, making it difficult for some to take the time away from work. We could possibly partner with Sioux Rivers and Care Connections. Nicolle Eaton and Ashley Miller both received great feedback about the 24-hour Advanced De-escalation Training, however, staffing levels make it difficult to attend.

8. Advisory Board changes

Dawn Mentzer shared that Steve Kremer will no longer continue on our boards as he has been promoted to Deputy Director of Juvenile Court Services. Steve will leave his position on January 5th and will be replaced around mid-January. He believes the replacement will step up to the positions Steve has filled. Steve has enjoyed being a part of this and will miss it but will be busy with new opportunities. Dawn Mentzer expresses her sincere congratulations and request contact for the new person.

Dawn Mentzer shared that Jean Heiden, Crawford County Supervisor, has reached out and would like to serve on the board. Welcome Jean to the board.

Jean Heiden thanks everyone and states that she has missed being involved and is looking forward to being on board.

9. Provider Updates?

Kim Keleher shared that PAMHC hired child psychiatrist Dr. R. Williams on December 5th. They will be available via telehealth 30 hours a month for three Tuesdays each month. Kim shared they are also onboarding a Psychiatric NP for the Carroll location once a week, Storm Lake twice a week, and telehealth.

Mindi Rotert shared that St. Anthony's has added a social worker in their Emergency Department. This will help in connecting and coordinating with PAMHC and IHH.

Clay Adams shared they are full with seven individuals; however, the emergency bed is open. There is currently a waiting list. They have some openings for the HCBS houses, two male and two female.

Becky Shelton, ITP, met with Ashley Miller, Nicolle Eaton and Karen Rosengreen about crisis referrals and evaluations in the Emergency Department. There will now be a specific part asking about crisis services if they are not recommended inpatient services. They will schedule meetings going forward to show progress and touch base with local hospitals. Nicolle Eaton is appreciative of the collaboration.

10. Next Meeting: February 19, 2024 1:00 p.m.

Minutes recorded by Kelsey Allen, Administrative Assistant.