



# HEALTH SERVICES

2577 NE Courtney Drive, Bend, Oregon 97701  
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## Behavioral Health Advisory Board Approved Minutes

Date: Friday, January 21, 2022  
 Time: 12:00pm – 1:15pm

Location:  
 Virtual – Zoom Meeting  
<https://zoom.us/j/97520288410>

Attendees: Janice Garceau, Danielle MacBain, Roger Olsson, Commissioner Adair, Robbie Cervelli, Shannon Brister-Raugust, Cameron Fischer, Christina Lee, Hilary Crockett, Holly Harris, Jill Adams, Kate West, Lorelei Kryzanek, Michael Shults, Molly Wells Darling, Paul Partidge, Peter Boehm, Stephanie Sahleen, Stephanie Utzman, Vicki Boudinot and Kelley Ward.

<u>Agenda Items</u>		
12:00PM - 12:15PM	<ul style="list-style-type: none"> <li>Welcome and introductions</li> </ul> <p>Roger Olson, Board Chair, welcomed those in attendance and introductions were made.</p> <ul style="list-style-type: none"> <li>Approval of the November 19, 2021 BHAB meeting minutes</li> </ul> <p>Kate West motioned to approve the November 19, 2021 BHAB minutes. Commissioner Adair seconded. <i>The minutes were approved by consensus.</i></p> <ul style="list-style-type: none"> <li>Announcements – Welcome two new BHAB Members:</li> </ul> <p>Roger introduced two new members, Hilary Crockett and Jill Adams. He shared:</p>	Roger Olson



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	<ul style="list-style-type: none"> <li>• Hilary has been previously involved in special education and suicide prevention before moving to Central Oregon from Virginia.</li> <li>• Jill is a special education teacher who sees a lot of need for mental health support in our community.</li> </ul> <p>Janice Garceau shared her appreciation for the new members and others who have a vested interest in how children are served.</p> <p><b>ACTION:</b> Hailey to send a list of behavioral health acronyms to new BHAB members.</p>	
<p>12:15 – 12:35PM</p>	<ul style="list-style-type: none"> <li>• Behavioral Health Update – Current Situation at DCHS             <ul style="list-style-type: none"> <li>○ Staffing crisis</li> <li>○ Budget timeline overview</li> <li>○ Rapid Engagement update</li> </ul> </li> </ul> <p>Janice shared the following budget updates with the group:</p> <ul style="list-style-type: none"> <li>• DCHS is currently in the middle of the budget process. The process started in November 2021 and will have the finalized budget in early June 2022.</li> <li>• DCHS’ Mid-Year Review just took place in December 2021. This is a very important part of the budget process as the budget committee reviews the budget during that time.</li> <li>• Between December 2021 and January 2022, leadership work with their teams to develop scenarios and strategies, which then get sent to Cheryl Smallman who is the Health Services Business Intelligence Officer.             <ul style="list-style-type: none"> <li>○ After this occurs, leadership works on submitting the final budget request to the County Administrator, Nick Lelack, who will give it a final review before sending to the Budget Committee.</li> </ul> </li> <li>• In mid-April 2022, DCHS leadership brief the Budget Committee with details and requests.</li> </ul>	<p>Janice Garceau</p>



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	<ul style="list-style-type: none"> <li>• May 31, 2022 is the final budget presentation. The Budget Committee will consider asks, balance suggestions from leadership, then approve the final budget</li> </ul> <p>Janice also gave the following update on the current status of the behavioral health budget:</p> <ul style="list-style-type: none"> <li>• This has been a tough year mostly due to the ongoing impacts of the pandemic and enormous amount of staff turnover.</li> <li>• DCHS has made the decision to increase Peer Support Specialist pay by 21%, added a stipend for those with alcohol and drug counseling credentials, and implemented signing and retention bonuses for the Crisis Team.</li> <li>• Behavioral Health has a healthy reserve built up due to the Medicaid expansion that occurred in 2014, and also because of both CCBHC revenue and vacancy savings due to staffing issues</li> </ul> <p>Roger asked if there is anything the BHAB can do to support DCHS. Janice mentioned it will be helpful to run the budget materials by this group as it's beneficial to have a consumer and community based perspective. She also noted that the final budget meeting is public and it is always helpful for BHAB members to observe if they are interested.</p> <p>Commission Adair asked Janice to provide the CCBHC definition for the new members. Janice responded that CCBHC stands for Certified Community Behavioral Health Clinic, and is focused on the integration of behavioral and physical health, care coordination, along with a list of other specialty services. She noted, when an organization becomes CCBHC certified, they receive an enhanced Medicaid payment which is intended to help pay for the expansion of services.</p> <p>Janice also updated the BHAB on the current staffing situation at DCHS, specifically the issues in retaining behavioral health staff. Janice highlighted:</p> <ul style="list-style-type: none"> <li>• DCHS is struggling to fill critical roles, including psychiatrists, nurses, and behavioral health specialist II's</li> </ul>	
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	<ul style="list-style-type: none"> <li>○ Numerous staff have left DCHS to work in the private sector as the work is easier and pays more</li> <li>● DCHS staff have large caseloads of difficult clients who also have high mental health needs, but lack resources in the community to help meet those needs</li> <li>● The emergence of telehealth has people moving to Central Oregon, but they are able to work anywhere in the word instead of at our hospitals, jails, community based settings, etc.</li> <li>● DCHS has been renegotiating the union contract to create stipends and incentives for staff to stay and earn their CADC certifications, continue increasing Peer Support Specialist pay, and are now looking at being able to allow overtime pay to QMHP's so they can pick up additional work and be compensated for their efforts</li> <li>● DCHS recently completed a recruitment video that will be put on the website soon</li> <li>● DCHS has been working hard to do things internally to support clinicians       <ul style="list-style-type: none"> <li>○ The front door is now narrower, putting us outside of compliance with our Pacificsource, our Coordinated Care Organization</li> </ul> </li> <li>● The agency is working on hiring interns as temporary staff so they can help provide more hours to our clients</li> </ul> <p>Captain Shults thanked Janice for all of the work that has been put into trying to resolve the issues the County is facing. He shared that the Sheriff's Office has also been struggling to hire staff, and have even been reaching out to prior staff who have retired or moved away to try and bring them back. Captain Shults also expressed the importance of behavioral health staff needing to be mobile and active as it makes our communities. He asked if there is any end in sight.</p> <p>Janice responded that Legislature is finally listening to community mental health clinics regarding admin burden, rules that govern this work, and documentation. She noted this provides an opportunity to make a convincing case that we need to reduce the workload. Janice</p>	
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	<p>explained admin tasks cost money, and DCHS could use those dollars to hire and recruit. She explained HB4004 is newly introduced, and it intends to increase wages for the behavioral health workforce and is a critical piece of legislation.</p> <p>Holly Harris added by putting all of these measures in place, DCHS will be set up for success in the coming years.</p> <p>Christina Lee noted that there's some cool long-term work going on with the Behavioral Health Consortium and Central Oregon Health Council, specifically to build a regional pipeline for behavioral health providers. She said it does not alleviate our current staffing crisis, but offers some great funding and collaboration towards building a pathway from high school students, to community college, then onto bachelors and masters.</p> <p>Hilary asked what the ideal number of QMHP's is and what DCBH is currently at. Janice responded that the vacancy rate right now for QMHP's is 20%, and the agency is only 50% staffed for psychiatry. She added the Access Team normally has nine clinicians, but is now down to 4 (soon to be 3 coming Feb 1<sup>st</sup>), and the Mobile Crisis Team who normally has 6 people, is down to three.</p> <p>Roger shared that he feels the psychiatry staffing level has never reached where it should be. Captain Shults added that they have attempted to hire psychiatric nurse practitioners to help get inmates started on the right medications out of the gate, but have had very little success.</p> <p>The Rapid Engagement agenda item is being move to the February 2022 BHAB Meeting agenda.</p>	
<p>12:35PM        –        1:10PM</p>	<ul style="list-style-type: none"> <li>• Board Development           <ul style="list-style-type: none"> <li>○ Bylaw review</li> <li>○ Mission and values review</li> <li>○ Subcommittee formation</li> </ul> </li> </ul> <p>Roger asked is anyone had any input on the by-laws as he is hoping to use this as an outline to help in board development.</p>	<p>All</p>



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	<p>Lorelei shared her excitement at the thought of committees and subcommittees and wanted to know when this will start? Roger responded that he received an email from Paul Partridge regarding needing to fill some gaps on the Intellectual and Developmental Disabilities (IDD) Advisory Board. Paul shared that the IDD Advisory Board is required, and wants to have an avenue to hear the voice of the people we serve as well as hear from advocates. Paul noted they haven't been super successful in soliciting and inviting the right people.</p> <p>Roger asked is there is anyone on the board who is interested in helping put this together? Lorelei, Cameron Fischer and Stephanie Utzman offered to help with this. Danielle MacBain expressed interested in being on the committee once formed. Paul is happy to help as needed and Shannon Brister can also be used a resource. Stephanie Utzman suggested that once the committees/subcommittees are determined, BHAB chairs should send out a poll to the group to see what everyone's interest in each of those committees/ subcommittees is.</p>	
<p>1:10PM        –        1:15PM</p>	<ul style="list-style-type: none"> <li>• Agenda Setting</li> </ul> <p>Roger would like to include “agenda building” as part of the BHAB agenda on a regular basis. His hope is that we can spend a few minutes at the end of each meeting to discuss what we would like to see on future agendas and focus on what is important to the board members.</p> <p>Cameron Fischer shared that she would love to learn more about specific DCBH services for LGBTQ+ teens/adults.</p> <p>Christina Lee mentioned that she has been seeing a lot in the news and about the homeless efforts that are happening, but is having a hard time keeping up with everything. Molly provided a quick update that there are a lot of different boards and committees that are working on addressing homelessness. She noted there is an Emergency Task Force created by Deschutes County and the City of Bend, and they have developed a strategic plan and have made several suggestions. These updated should be posted on their website next week to help inform the community on what is happening throughout the region. Molly</p>	<p>All</p>



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	<p>explained in terms of different projects, the City of Bend and City of Redmond have Project Turn Key. She shared they have purchased motels, and the Redmond Motel will be ran by the Bethlehem Inn. The motel purchased by the City of Bend is under construction but will be managed by Neighbor Impact. The Rainbow Motel was also recently purchased to help with homeless efforts.</p> <p>Commissioner Adair added that The Oasis Village project in Redmond will be on 2 acres, and Rogue Retreat is designing the usage of the other 8 acres. Molly shared her thanks to the commissioners who have approved ARPA funding for different projects and expanding the homeless outreach team- three new people will be starting 2/1. Molly is happy to provide an update on a monthly basis.</p> <p>Roger will follow up with those who agreed to help on the committees.</p>	
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Future agenda items:

February 2022: Rapid Engagement Presentation