



# HEALTH SERVICES

2577 NE Courtney Drive, Bend, Oregon 97701  
 Public Health (541) 322-7400, FAX (541) 322-7465  
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[www.deschutes.org](http://www.deschutes.org)

## Behavioral Health Advisory Board

### Approved Minutes

Date: Friday, October 15, 2021

Time: 12:00pm – 1:15pm

Location:

Virtual – Zoom Meeting

<https://zoom.us/j/97520288410>

<u>Agenda Items</u>		
12:00PM - 12:10PM	<ul style="list-style-type: none"> <li>Welcome and introductions</li> </ul> <p>Board Chair, Roger Olson, welcomed those in attendance and introductions were made.</p> <ul style="list-style-type: none"> <li>Approval of the September 17, 2021 BHAB meeting minutes</li> </ul> <p>Kate West motioned to approve last month’s BHAB meeting minutes. Robby Cervelli seconded. <i>The minutes were approved by consensus.</i></p>	Roger Olson
12:10PM – 12:50PM	<ul style="list-style-type: none"> <li>CCBHC E Report</li> </ul> <p>Callie Lambarth is in attendance to present on Deschutes CCBHC-Expansion Grant: Year 3 NCE Evaluation Highlights. Callie is a Senior Research Associate at the Center for Improvement of Child &amp; Family Services, affiliated with the School of Social Work at Portland State University. Callie highlighted the following during her presentation:</p> <ul style="list-style-type: none"> <li>Goals of the CCBHC-Expansion grant               <ul style="list-style-type: none"> <li>Increased access to collaborative, integrated services for priority populations</li> <li>Increased capacity of workforce</li> <li>Improved quality of care</li> <li>Improved health outcomes</li> </ul> </li> <li>Goals of the Expansion grant evaluation</li> </ul>	Callie Lambarth, PSU & Tyler Nass, DCHS



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	<ul style="list-style-type: none"> <li>○ Monitor and report on progress made toward grant goals and objectives</li> <li>○ Help DCHS identify and understand areas of strength and opportunities for growth</li> <li>● Things to keep in mind when looking at the data       <ul style="list-style-type: none"> <li>○ The data reflect what’s happening with people</li> <li>○ Findings may not be generalizable o the entire CCBHC or expansion grant populations – and can still be useful</li> <li>○ Findings are important to understand within context, which we may be missing pieces of</li> </ul> </li> <li>● Data Highlights: Service Access       <ul style="list-style-type: none"> <li>○ Number of clients contacted through expansion grant outreach activities, and screened by CCBHC providers</li> <li>○ Percent of CCBHC clients with hypertension who have evidence of being connected with a primary care provider</li> <li>○ CCBHC screens approximately 6,000 individuals each year with Expansion grant staff reaching out to nearly 1,000 people over the past year</li> <li>○ CCBHC clients increasingly have evidence of enrollment with a primary care provider, approaching the target goal of 80% of all clients           <ul style="list-style-type: none"> <li>▪ Among clients with hypertension, 83% gad at last one co-located visit</li> </ul> </li> </ul> </li> <li>● Data Highlights: Quality of Care       <ul style="list-style-type: none"> <li>○ Percent of CCBHC clients with evidence of being involved in service planning</li> <li>○ Experiences of staff and clients with the Stabilization Center</li> <li>○ CCBHC clients increasingly have evidence of their participation in service planning, approaching the target goal of 99% of all clients</li> </ul> </li> </ul> <p>Roger Olson asked what the barrier is to reaching the 99% goal for all clients. Janice Garceau responded that service planning is supposed to be</p>	
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	<p>done with clients during every session, but many are too ill or too young to actively be involved in this process</p> <ul style="list-style-type: none"><li>● Data Highlights: Indicators of Client Well-Being &amp; Health<ul style="list-style-type: none"><li>○ Client rating of coping skills</li><li>○ Client rating of social connectedness</li><li>○ Client rating of depression and anxiety</li><li>○ Client hypertension (blood pressure) health outcomes</li></ul></li><li>● Planned CCF/PSU &amp; DCHS analytics evaluation activities for the coming year<ul style="list-style-type: none"><li>○ Summarize quarterly program data</li><li>○ Summarize outcome surveys</li><li>○ Reports back to DCHS/CCBHC leadership and data analytics team on progress toward indicators</li><li>○ Additional qualitative data gathering with consumers, providers</li><li>○ Working with DCHS analytics team to report on progress made toward serving priority populations</li></ul></li></ul> <p>Callie opened the discussion for questions and comments.</p> <p>Michael Shults asked how much longer money will be available to continue this research. Janice responded that current grant funds will continue to April 30, 2022, and a new CCBHC grant will be available in January 2022. She noted if the Board of County Commissioners are supportive, DCHS will be applying. Janice said these news funds will focus on ways to continue supporting intensive services and the work already being done.</p> <p>Michael commented that he has worked in the jail system for over 30 years and noted historically here have only been 3 ways to deal with individuals who have co-occurring mental health and substance use disorders (SUDs): Jail, the hospital, or “leaving them alone”. He thanked behavioral health staff and those at the Stabilization Center for their hard work in steering these clients away from the jail.</p> <p>Janice shared that DCHS often received comments such as, “We need to think about people and not data”. She stated she does not care about</p>	
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	<p>any metric except the ones that are actually helping people, particularly CCBHC measures that are incredibly meaningful.</p>	
<p>12:50PM – 1:05PM</p>	<ul style="list-style-type: none"> <li>• BH Satisfaction Survey</li> </ul> <p>Channing Casey, Quality Improvement Analyst and Protective Services Investigator, presented on the Deschutes County Behavioral Health Satisfaction Survey. Channing explained:</p> <ul style="list-style-type: none"> <li>• The survey was conducted from March 29, 2021 to April 9, 2021 and was distributed to active clients via a Survey Monkey text link through the OCHIN Epic text messaging system</li> <li>• Survey responses were voluntary and anonymous</li> <li>• The BH Customer Satisfaction Survey was implemented to inform staff and improve the quality of services provided to Deschutes County residents</li> <li>• 186 clients responded, and DCBH services received a 92.1% overall satisfaction rating</li> </ul> <p>Many BHAB members expressed a desire to have the survey data broken down by demographics. Janice commented this is an ongoing conversation in many settings. She noted that in populations like Deschutes County, which are predominately white, pulling out a subset of the population who identify as a certain demographic takes away their anonymity.</p> <p>Cameron Fischer added that it would be helpful to learn about more demographic information regarding client responses because the data is so limited. She added it would be interesting to break down client comment's by race/ethnicity.</p> <p>Paul Partridge stated that DCHS should look at who is successfully responding to the survey (white vs non-white clients) from an equity lens. He questioned how DCHS can specifically survey minority populations.</p>	<p>Channing Casey, DCHS</p>



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	<p>Channing - Caucasian, white, non-white and how they answered each question, and find comments from non-white population</p> <p>Channing will make the suggested edits to the survey and break down the demographic information so the BHAB can revisit this topic at a later date.</p>	
<p>1:05PM 1:15PM</p>	<ul style="list-style-type: none"> <li>• Announcements and Wrap Up</li> </ul> <p>Roger shared the following reminders/announcements with the BHAB:</p> <ul style="list-style-type: none"> <li>• OHA’s site visit/BHAB interviews scheduled for Tuesday, October 19 from 3:15 to 4:00pm.             <ul style="list-style-type: none"> <li>○ This is a routine audit from OHA that is needed every 3 years to certify DCHS as a Community Mental Health Clinic.</li> </ul> </li> <li>• November’s BHAB agenda will solely focus on Board development             <ul style="list-style-type: none"> <li>○ Please come prepared to share any ideas/thoughts</li> </ul> </li> </ul>	<p>Roger/Stephanie S.</p>