

C3PH Public Health Advisory Council Meeting Minutes

Date: Thursday, March 9th, 2022
Time: 10:00 am – 11:30 pm
Meeting Leader(s): Caleb Gilbert, Director of Public Health, Carroll County Coalition for Public Health

Zoom Meeting

Attendance: Renee Wheaton, Catalina Kirsch, Marty Cloran, Caleb Gilbert, Valeda Cerasale, Eric Eason, Chuck Henderson, Janet Williamson, Victoria Paige, Tiffany Letts, Victoria Laracy, Damian Santana, Richard Melillo, Kera Favorite, Marianne Jackson, Deb Bunting, Mandi Emery, Teri-Ann Cox, Sarah Skoglund

1. Welcome and quick introductions
2. Beacon Health – Rapid Response Access Point
 - Discussion led by Eric Eason, Beacon Health Options, Georgia.
 - Model developed in Georgia for Mobile Crisis Unit, experience showed that many concerns could be de-escalated by phone support with a clinician or care consultant, preventing the activation of first responders and emergency room. Having the ability for help to come to the person in need has shown to be very valuable, and provide help.
 - See video: <https://www.youtube.com/watch?v=M6BPxH09tqU>
 - See 988 NH site: <https://www.nh988.com/>
 - Eric shared information about how Rapid Response Access Point works. Includes phone support with trained staff, de-escalation, determination of next level of care and response needed, can include mobile crisis team activation, and when necessary first responder/emergency room level of care.
 - January 2022 is when it started
 - Flow. Call comes in, by a person concerned for self or concerned for another. Call center staff work to identify need, triage gauges risk and screens for high risk, for example suicide or psychosis or access to lethal means. If risk is identified as extremely high, that is triaged, and first responders are activated. If need is not at that level but more than what can be met by phone, mobile crisis team is activated, and the aim is for response within an hour. NH rural geography makes that challenging. Teams are also using telehealth to supplement live response to patch in a clinician while team meets the person in need on location. Can link persons to CMHCs with crisis appointment spots, kept open specific for this purpose. In the majority of cases, around 75%, support with access to resources and coping strategies can be managed entirely by phone support.
 - Crisis Collaborative Meetings will be held in regions. Stakeholders will be asked for input on how the system is working and for feedback to strengthen the system.
 - Q&A.
 - Beacon has about 20 staff dedicated and trained to serve NH calls. Overflow goes to other staff, still trained to respond but not specialized to NH. Staff sit remotely across the country.

- January, in NH they received about 4000 phone calls. 1200 episodes of care. Helped over 1000 people in NH. Feb on track to be similar.
 - Beacon partners with Headrest, the NH call center for National Suicide Prevention Lifeline
3. Carroll County Mobile Crisis Update, Northern Human Services
- Rich Melillo – Northern Human Services – Mobile Crisis Team, central. northern NH - rmelillo@northernhs.org
- Region 1, Wakefield to Pittsburgh over to Vermont border, Carroll, Coos, Northern Grafton
 - Plan. Firehouse model. Conway, Jan 2022, started a Masters level clinician via telehealth and two person deployment team to serve a one hour radius drive area. 8:30-8:30, M-F
 - Training a team in Littleton, 5-11pm. Littleton had five staff ready to go.
 - Training teams in Berlin, Colebrook areas
 - Partnered with White Horse Recovery to engage peer recovery support, peer mental health support workers as part of the Mobile Crisis Teams.
 - The long term goal is to go 24-7 for the whole region. Still need about 20 more peer specialists to be deployed similarly to volunteer firemen.
 - Anecdotally, getting calls for evaluations
 - The community is still learning about the service so people still go to the emergency room

More resources related to Rapid Response Access Point / 988 NH

- ➤NH Rapid Response Access Point Trifold:
<https://files.constantcontact.com/46cb78d6001/bb7e1b9f-bd74-4c0d-badd-c11415eff337.pdf>
- ➤NH Rapid Response Access Point Flyer:
<https://files.constantcontact.com/46cb78d6001/70d02a9a-c9a1-4ba7-9957-585b18edcb03.pdf>
- ➤NH Rapid Response Access Point Wallet Card:
<https://files.constantcontact.com/46cb78d6001/b4d9b33b-a77b-4430-bd27-f4745e4ad964.pdf>

4. Brief Report Outs by CHIP Priority:

- Public Health Emergency Preparedness Across the Lifespan – Victoria Paige.
 - C3PH has conducted many vaccination clinics. We've vaccinated close to 10k people across Carroll Co, including 5-11 yr olds. Those efforts are coming to a close as the state pivots and those services are available at healthcare providers and pharmacies. Looking to conduct other trainings, including recent training on shelter operations fundamentals. Next steps will be to engage local stakeholders to practice those shelter set up items learned.
- Access to Comprehensive Physical Health Services –

- Kera Favorite, Huggins Hospital. Testing and vaccine services are being incorporated back into primary care offices. Dedicated services apart will be rolled back. This year is Huggins Community Health Needs Assessment. Stakeholders will be invited to participate in focus groups. Stay tuned.
- Access to Comprehensive Behavioral Health Services
 - iCare and 988NH. C3PH has been granted funds to market the iCare NH initiative, <https://www.dhhs.nh.gov/icare/index.htm> On the site you will find information about mental health and substance use support services, treatment and recovery resources, and crisis services. I Care NH is a mental health and wellness initiative of the New Hampshire Department of Health and Human Services and the NH Suicide Prevention Council. Keep a look out for local ads in Conway Daily Sun, Granite State News, Spotify and social media to promote iCare NH, the Rapid Response Access Point and closer to July, the 988 roll out.
 - YSP- Carroll County Youth Suicide Prevention Team continues to meet monthly. For more information see <http://www.c3ph.org/initiatives/youth-suicide-prevention>
 - Getting to Y – Moultonborough Academy hosted a Community Conversation night. Student leaders who previously completed a guided analysis of their school's YRBS data and identified high priorities for their school community presented their finding to the community in a virtual event. Added: Top concerns identified include: Physical Dating Violence, Suicide Prevention, Easy access to marijuana, Easy access to prescription meds for non-prescription use.
 - Deterra
 - Take Back Day – April 30, 2022
 - Northern Human Services. Currently have paused on taking new patients, on taking referrals until May 31. Staff in at capacity and continuing to recruit staff. Down 4 clinicians in Wolf, down 3 clinicians, 3 case managers in Conway. Huggins also hiring 10 clinicians. Emergency services still available.
 - Sarah Skoglund, SAU 49 Student Wellness/Systems of Care. Systemizing suicide prevention training for school personnel. Training on Columbia Risk Assessment, training for Parents, Community outreach, Ages and Stages, Social Skills. Dave is connecting to community organizations like Kingswood Youth Center. Working to reach youth within school system and within community. Establishing team meeting approach.
- Healthy Aging
 - Renee Wheaton. Stay Safe, Warm and Dry Initiative. Assists seniors, disabled with handyman household jobs. Funding received from a grant. Person can call Gibson Center for assistance. Have helped on 20 jobs or so. Others being assisted by USDA Rural Development. For more information contact the Gibson Center
- Healthy and Thriving Early Childhood Experiences - Caleb

- Preschool Development Grant – Teri Ann Cox. Focusing on workforce development, resources for substitute teacher pools (partnership with Career and Technical Education programs); Diaper Depot project underway to provide supply of diapers to families in need (partnership with WIC, Headstart, and other orgs). Any type of advocacy is appreciated to support systems of quality childcare, build workforce. “We are the workforce behind the workforce”

5. Other Updates from Participants (as time permits)

- Chuck Henderson. Took 5 months to approve “earmarks” spending. Recipients notified yesterday. Funds coming into NH. Family Resource Ctr Claremont applied for a \$300k grant for ACEs education and outreach. In the next week or so, there will be an application process starting again for the next round. Federal DHHS Grant. (formerly known as “earmarks”)
- Victoria Laracy, Office of Chris Pappas. Town of Sandwich was awarded \$1.65M for a Broadband access project. Good news!

Adjourn 11:31

Any Upcoming Events:

Next PHAC General Meeting: Thursday, June 9th, 2022, 10-11:30am