



Be Well OC Result #4 Impact Organization Meeting Minutes – January 17, 2020

Result #4: STRENGTHEN CRISIS RESPONSE:

All OC residents can access crisis support through a network of facilities, mobile teams, and digital tools.

- I. Introductions – completed. Jim Farrell informed the group regarding his nomination to participate in the Be Well/ Mind OC podcast.
- II. Follow- Up /Action Items / General Announcements
 - Discussion had regarding what we need to bring forward from our work in 2019.
 - Update on Crisis Response Network (CRN): assessment phase completed where CRN met with numerous community stakeholders. The CRN report to arrive sometime in January 2020.
 - Update on Anita Street campus- plan to open for services by end of 2020.
- III. Review of 2019 Work- Planning Phase for Result Area 4
 - The group reviewed the December Coalition Meeting power point slide with the Result 4 details. Discussion had regarding why the Trauma Informed (TI) toolkit activities are listed under the “Support Expansion of CSU” due to the overall goal of improving mental health crisis care in clinical settings like the EDs. Both short term outcomes and long term outcomes were discussed and reviewed by the group. No further revisions or objections were noted.
- IV. Looking Ahead in 2020- Implementation Phase
 - Discussion had regarding Strategy 1 (Create a single, integrated mental health crisis resource system). The group agreed to hold off on this strategy pending receipt and review of the CRN report. Follow up with work that Cal State Fullerton is doing with this effort to possibly combine resources.
 - Strategies 2 (Support expansion of CSU) and 3 (Develop family support toolkit) will form workgroups consisting of members of our committee.
 - CSU referral & discharge protocols: work group to complete by the end of 2020. Protocols workgroup leads: Karin Kalk, Karen Williams, Susan Taylor.
 - Note that paramedic protocols are separate from CSU protocols. Paramedic protocols will continue to be handled by EMS.
 - Create TI toolkit to begin first step in 2020: Gather information about what already exists/best practices. Need to identify committee members to lead this effort. Discussion had regarding TI does not mean standardization- okay to have different practices combined into one toolkit.



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- Develop & implement training for TI toolkit: discussion to hold off an implement for a future activity.
- Family Support workgroup leads: Jim Farell, Rick Mogil

VI. 2020 Meeting Schedule at the Orange County HCA 8am-10am

Feb 21 – Room 433

March 20 – Room 433

April 17 – Room 433

May 15 – Room 433

June 19 – Room 433

July 17 – Room 512

Aug 21 – Room 433

Sept 18 – Room 433

Oct 16 – Room 433

Nov 20 – Room 512

Dec 18 – Room 433

Result # 4: Strengthen Crisis Response

Strategies and Activities

Create a Single, Integrated Mental Health Crisis Resource System

- Create a curated list of public/private crisis support resources in OC
- Support/participate in community feedback process to inform broader crisis system navigation efforts (e.g., County Digital Resource Directory)
- Develop strategy to educate and coordinate among law enforcement, hospitals, health plans, schools, etc.

Support Expansion of Crisis Stabilization Units

- Develop standard CSU referral protocols
- Develop standard CSU discharge protocols
- Create evidence-based, best practice Trauma Informed (TI) Toolkit for use in EDs and CSUs
- Develop and implement trainings for providers using TI toolkit

Develop Family Support Tool Kit

- Collect and develop guidebook materials related to understanding and navigating the MH system and developing System Navigation Tool
- Develop consumer/patient history form(s)
- Conduct focus groups with consumers & family members on Tool Kit relevance and usability
- Develop training for peer navigators in using the Tool Kit

Short Term Outcomes

Identified list of evidence-based screening tools

Trained different providers, sectors and agencies

Provided input into community driven efforts to streamline access

Codified and standardized CSU referral and discharge protocols

Established recommendations for CSU service capacity

Increased trauma informed care competency among providers by 2021

Developed resource tool-kit accessible by consumers, families and peer navigators

Enhanced knowledge of community resources and how to access them

Long Term Outcome

All Orange County residents can access crisis support through a network of facilities, mobile teams, and digital tools.