

**Olmsted County Human Services Division  
Community Services Advisory Board (CSAB)**

Wednesday, December 12, 2018  
Room 161, 2117 Campus Drive S.E.

**A. Call to order**

Chair Schmidt called to order the regular meeting of the Community Services Advisory Board (CSAB) at 7:03 a.m.

**Members Present**

Alex Alexander, Patrick Keane, Patrick Gannon, Judy Ohly, Commissioner Stephanie Podulke Jim Rustad, Randy Schmidt, Kathy Schumann, Walter L. Smith III, Justin Stotts, John Tierney, Commissioner Gregg Wright, Shirley Westbrook, Tierre Webster.

**Members Absent**

JoMarie Morris.

**Staff Present**

Sarah Oachs, Corrine Erickson, Amy Shillabeer, Alan O'Malley-Laursen, Michael Garner, Leigh Durbahn, Dan Jensen, Mary O'Neil, Diane Paradise, Bea SanMiguel-Molina.

**Staff Absent**

None.

**Guests**

None.

**B. Agenda Changes for Regular Meeting**

None.

**C. Approval of minutes from last meeting**

A motion was made and seconded to approve the November 14, 2018, CSAB meeting minutes with correcting the members in attendance by deleting Karen Nation and fixing the second page under Informational items by removing the word "the" in the eighth sentence. Motion carried.

**D. Chair Announcements**

Chair Schmidt introduced and welcomed new member Tierre Webster to the CSAB and said Susan Ahlquist would be joining the board in January. Tierre said he is the Executive Director of Next Chapter Ministries, a non-profit organization that helps families who have been impacted by the cycle of crime. They have three residential houses for men, a nonresidential house for women, and a nonresidential house for youth. Tierre also served as a contract employee for Olmsted County for several years. Chair Schmidt presented John Tierney, Kathy Schumann, and Jim Rustad with a certificate of appreciation for their years of services to CSAB. There is three open member at large positions but there are a couple candidates in process to go before

the County Board for appointment. A nomination was made to appoint Alex Alexander as Chair and Susan Ahlquist as vice chair. Motion Carried.

## **E. Informational Items and Updates**

### **Crisis Center Update – Tim Hunter**

Tim said the bonding process for the Crisis Center is underway. The total funding amount is 28.1 million dollars with a maximum amount of 5 million dollars available per region. The proposal is to be submitted on Friday for the Collaborative Resources Education Services & Technology (CREST) 10-county region. A few essential items are needed for this facility to be successful and some of those are 24/7 on-demand access to behavioral health services, safe and welcoming environment, a rapid triage and psychiatric assessment, crisis stabilization, and a strong connection to community services. Most of these pieces are in place within the region, but the facility will help make the services more robust from a crisis standpoint. This model shows a reduction in emergency room boarding, inpatient hospitalization, and arrests. The focus is on having a person and family-centered support by offering a least restrictive option that is based on evidence-based practices effective in crisis services. They looked at different models across Minnesota and the country. A facility in Wilmar, MN, has crisis services for both children and adults in the same facility and are providing services very safely. In Pima County, Arizona they provide services regardless of age or ability to pay, for people who are experiencing an acute psychiatric crisis or the immediate behavioral health need. They have a strong partnership between mental health providers, medical providers, and local law enforcement. In this county, Olmsted County Medical Hospital and Mayo Clinic have been vital partners both financially and with their commitment with staffing the facility. They also looked at a center in Springfield, Massachusetts, where the environment shifted from a clinical model to a living room setting. This provides a safe space for allowing someone in crisis to connect with peers. A part of the new facility would aim for 24 hours or less stabilization, triage, and in-depth assessment process. The other side of the facility would offer residential stabilization services for both adults and youth. They have been working with an architect to design the space to benefit all services. The building's proposed location is between Silver Creek Corners and the 2117 building. They will continue to engagement with the County Board and other committees in the community throughout the entire build process. The project timeline indicated the center would be operational in early to midyear of 2020.

### **Overview of Youth Behavioral Health (YBH) – Alan O'Malley Laursen & Amy Shillabeer**

Alan said YBH works with families who have children ranging from 3-21 years old and are struggling with issues around behavioral and mental health, sexual exploitation, truancy, and substance abuse. Upon intake, a case manager takes a comprehensive look at the needs, background and entire situation to determine better how to provide

case management services. At times the intake social workers connect people to other resources that are offered in the community. Some Olmsted County employees do case management, but they also have Family Services Rochester (FSR) staff, and Zumbro Valley Health staff co-located on the same floor. Over the last few years, they have also developed clinical services such as neurofeedback. These were created to fill the gaps of accessibility within the community. Chemical health assessments or rule 25 assessments are done to help families and young children get connected with chemical dependency treatment. Sexual exploitation of youth has received some attention and YBH works closely with Safe Harbor in these cases. By partnering with FSR, they have also created the Community Intensive Bridging Services (CIBS) intensive which is an in-home family therapy service in conjunction with a short-term placement to effectively stabilize and help minimize the use of residential treatment. Case managers also work with children experiencing truancy issues which requires them to work closely with the Olmsted County Attorney's office, Rochester Public Schools and surrounding school districts to help children get back on track. The new Crisis Center will be a helpful resource to fill the gap with inpatient treatment for those cases that don't meet the criteria for hospitalization and are not safe to be in the home. A pie graph illustrating the success of the department showed a 71% decrease in behavior difficulty, 10% no change and 19% increase. Early intervention has shown to have an impact on a family dynamic. In some cases, the child might not see a meaningful change in their mental health status, but in the process of working with YBH case managers, the family learns how to cope better and manage the issues.

### **A Journey Through Behavioral Health – Mary O'Neil**

Mary said the intake unit consists of five social workers in Adult Behavioral Health (ABH) and have four primary responsibilities: manage civil commitments, Rule 25 assessments for people who are seeking treatment form substance use disorders, mental health assessments for people who are seeking case management services and provide outreach for resources and referrals. Each social worker has about 50 open cases just in people seeking chemical treatment. The intake department has a dedicated email, and phone line specifically for intake and a social worker is assigned to manage these lines daily. A MN Sure navigator comes to ABH for about 16 hours a week and helps people seeking rule 25 assessments for chemical health treatment apply for medical assistance. The Law Enforcement Liaison, Meghan Schueller will forward Crisis Intervention Tracking (CIT) forms to the intake team, and they prioritize and reach out to people that need help with resources. Case management is a mandated service the department must provide and can be a lengthy process because it can take time to gather all the appropriate information. For someone to qualify for case management, the person would need to be diagnosed with a Serious and Persistent Mental Illness (SPMI) and or have a functional impairment related to mental health. Referral sources vary, but a person receiving services would need to

want services, and at times this can be a challenge. When an intake referral is done, an initial screening follows. The intake meeting is always in the office, and intake assessment is done to identify immediate needs. A diagnostic evaluation must be on file for someone to receive targeted case management (TCM). The sizable percentage of people do not follow with the intake process in person, but social workers to make a significant effort to continue to reach out to the person. Some challenges with providing case management are: determining County of Financial Responsibility (CFR), no medical assistance, obtaining a diagnostic assessment, person's engagement to services, or complexity of situation such as housing, substance abuse, medical history, criminal history, lack of income, or family dynamics. A real example of someone going through the process of case management was given with the name and identity of the person changed. The case described the many challenges a person seeking case management can encounter and showed how the persistence of the social worker changed the trajectory the person's life in a positive way. The intake process for this particular case has taken 11 months, but the person is on track to make a full recovery in time.

## **F. Emerging Items & Updates**

### **County Board Announcements**

Commissioner Podulke said the County Board would be voting on the 2019 budget this week. The Association of Minnesota Counties (AMC) conference took place last week. Olmsted County's Alan O'Malley Laursen gave a presentation on Secondary Stress Trauma and talked about self-care for providers who take care of other people. Dave Dunn and Commissioner Sheila Kiscaden also provided a comprehensive presentation on the housing issues. She also was introduced to the term "Pair of ACEs" which depicts the interconnectedness of Adverse Community Environments (ACEs) and Adverse Childhood Experiences (ACEs).

Commissioner Wright said Olmsted County had a very successful election process. The Lake Zumbro project will be starting this spring and dredging of the lake will begin in the spring. A study will help determine what effect property taxes have on low-income seniors and if it has an impact on people staying in their homes longer. The Olmsted County budget consists of about 85% mandates and about 15% discretionary.

### **Staff Announcements**

Sarah Oachs handed out a copy of the Combined Annual Report 2018 and thanked Leigh Durbahn and Michael Garner from Health, Housing & Human Services Administration for their effort on the project.

### **Other**

None.

**G. Adjournment**

Chair Schmidt adjourned the meeting at 9:08 a.m.

Minutes submitted by: Bea SanMiguel-Molina