GuideLink Center Advisory Meeting

07/06/2021

**Meeting Minutes**

1. **Attendees:**

Lisa Green-Douglass

Jackie Smith-Duggan

Kathy Johnson

Sarah Nelson

Crissy Canganelli

Michelle De La Riva

Andrew McKnight

Fiona Johnson

Tess Judge Ellis

Jan Shaw

Abbey Ferenzi

Ashley Salinas

Lance Clemson

Rick Dobyns

Michael Flaum

Cindy Hewitt

Matt Miller

Monika Jindal

1. **Executive Director Report:**
   1. Comprehensive Report (see attached):
      1. Regarding our walk-in data, the board noted it would be interesting to find out how they found out about GuideLink Center.
   2. June Data Report:
      1. Law Enforcement for June 2021:
         1. Question: When client wanted higher level of service, what that for psychiatric or medical care?
            1. It has been seen that those who seek other services or higher level of service it has been for medical care, but there has not been an in-depth look into those exact reasons.
         2. Collecting dispatch data still poses a challenge with the operation of different services. However the plan to improve is happening and we anticipate better collections in the future.
         3. How many times have beds been at capacity when turning away referrals?
            1. Out of the 5 individuals turned away, 2 times occurred due to being at capacity for the service.
         4. What is the most that GuideLink Center can have on site?
            1. Detox has 4 beds, Crisis Stabilization has 4 beds, Sobering has 4 beds, so in all the capacity right now is 12.
      2. Crisis Stabilization for June 2021:
         1. When looking at the 11 Mobile Crisis referrals, do we know how many would have gone to the ER had GuideLink Center not existed?
            1. Mobile Crisis works hard at communicating to the members and partners that Mobile Crisis approaches with the goal that the person is treated and helped in the least restrictive environment possible. Not all dispatches will be recommended for GuideLink Center.
         2. Data regarding discharges will be improving and more comprehensive reports will be available in the future once meeting dates are set for the second week of the month.
         3. Referrals from Crisis Stabilization
            1. Yes, a person who does not have previous support systems in place, will have the opportunity to work with staff to connect them with resources that are in the community and that they may not have interacted with before.
         4. Is private insurance being reimbursed?
            1. At this time, no. ECR will assist in covering the cost if the individual is eligible. Diane Brecht is working with contract payors to try and arrange coverage in the future. It will be a challenge.
         5. Can we show who is actually paying and which services are receiving payment from these insurances? **(Action Item: Identify which services are getting payment and track the payors.)**
         6. How is special population data collected?
            1. It is self-reported by the individual and in some services is included in the intake. When regarding self-report, it is important to note that some may choose to withhold the information based on experiences in the past.
      3. **Challenges and Successes:**
         1. Crisis Observation still has not open; staffing remains the biggest challenge. Try to find the right people who fit the needs is difficult especially with an already existing staffing shortage.
      4. **Future Plans:**
         1. GuideLink Staff is still working to get the last service, Crisis Observation opened. Jackie Smith Duggan and her team continue work on the efforts.
         2. Marketing push is being planned which includes media releases and a group email to various providers about GuideLink Center and to provide updates.
      5. **Collaboration Efforts:**
         1. GuideLink Center continues to meet regularly with LE, the VA, UIHC and other ERs as well as present to various other service providers.
         2. Attending the Johnson County Providers Meeting; attending various meetings and presentations.
      6. **Upcoming Events:** 
         1. July 14th is the Celebration Event for GuideLink Center. It will be at the Overflow Shelter, next to GuideLink Center and will be from 4-6pm. Invite-only due to capacity limits.