

GuideLink Center Advisory Board
April 12th, 2022, 10am

1. Attendance

Abbey Ferenzi	Lisa Green-Douglas	Randy Lamm	Lance Clemens	Diane Venenga
Cindy Hewett	Doug Hart	Faraji Hubbard	Shane Kron	Mark Bullock
Leslie Carpenter	Jan Shaw	Kelly Hayworth	Andrew McKnight	Ashley Salinas
Monika Jindal	Dustin Liston	Tess Judge Ellis	Michael Flaum	Scott carpenter

2. Public Comment for Topics Not on the Agenda

3. Executive Director Report

a. Data Summary for March 2022

i. Comprehensive Recovery Coordinator data:

1. Faraji Hubbard: Things are going well and has been wonderful providing services and meeting where they are at. It is progressing well.

ii. Adding Prelude Data **Action Item**: Adding to Prelude report the data regarding what substances admissions are detoxing from

iii. Law Enforcement Data:

1. Lisa Green Douglas: It is good to see that the wait time for officers is decreasing.
2. Abbey Ferenzi: Law Enforcement has been helping and working with staff to plan the needs of the patient and identifying how GuideLink help. Tracking dispatch data helps with ongoing training at GuideLink Center to better communicate needs of GuideLink Center as well as identify what can be diverted away from dispatching law enforcement and transported to ER.

iv. Survey Data:

1. Hot Meals: At this time last year, to was hard to see how many people would be in the building at a time, so sack lunches was a better way to provide food. However, we have reached a point where there is consistently a good number of people in the building. We can discuss the option of providing hot meals as well.
2. There was a want of engagement mostly coming from detox. They wanted more access to mental health counselors like our triage counseling and more engagement with staff such as having groups daily.

b. Comprehensive Data Summary for First 12 Months of Operation

4. Updates from Individual Agencies

i. CommUnity Crisis Services and Food Bank

1. Cindy Hewett: It is going well and I love to see the increase clients on day shift. There is great feedback from clients and staff that has helped us produce good outcomes and results. We are looking to staff an additional staff on day and evening shift so that we have good back up to provide the care for the increasing numbers. We want to ensure that providing staff is a priority for us since our biggest goal is to provide a quick triage service.
2. Abbey: Cindy will also be leaving Community which is a big loss to the CommUnity Crisis Services and Foodbank and GuideLink Center.

ii. Prelude Behavioral Services (Including the Sobering Unit and JCAS)

1. Abbey: Brittany Mannix has put in her resignation which has impacted the staff. She has done a lot and has been wonderful and progressive and collaborative which is a big loss to the team. The last day is Friday and they have a new nurse lined up but there are not many details.

2. Monika: We continue to put more staff and focus on the sobering unit to provide them an efficient service. One of the big assets of sobering is a gateway for them into more services should they choose them.
- iii. Abbe Community Mental Health
 1. Abbey: We will be opening Crisis Observation and the goal date is beginning of June but there is possibility to open prior to that. Staffing the unit has been going well since a hiring campaign began and we are up to 5 staff. Jackie Smith-Duggan has non-stop been interviewing and working to get the staff fit for the job. What that means is besides the bed available for Crisis Stabilization, we will have a 23-hour observation area to be able to serve more people.
 2. Jan: Subacute can start before the end of June with 2 beds due to the increased hiring
- iv. AbbeHealth
 1. Abbey: We are continuing to work hard for data collection. There are posts for additional receptionist which will free up Ashley to work on projects that are in the works. We are also looking for Crisis Technicians that will provide the safety support along with crisis and mental health support. We will be looking for input for those positions as well since Abbehealth has not employed these positions before.

5. General Updates

- a. Survey Development
 - i. Abbey: In the past we talked about developing surveys but we want to expand. There are three areas; mass email for stakeholders similar to how Shelter House conducted weeks back, survey for the general public for caregivers etc for those who have brought individuals. Are there any suggestions? We want to ask questions like are we welcoming, are we inclusive, are we providing appropriate care. The third area is for law enforcement to ask about their experience and allow us to understand how it works for law enforcement. ACTION ITEM: send examples to group for feedback
- b. Early Adopter Learning Collaborative
 - i. Abbey: A national collaborative that Dr. Jindal, Abbey and Sarah Nelson attend. They have a report card that help assess how we are doing and if we are providing the care that we need. GuideLink Center will continue to use these meetings to provide updates and reports on GuideLink but we would like to see this meeting evolve to a Systems meeting which will discuss the crisis care continuum. This learning collaborative has inspired this idea to use this meeting in a way that addresses the system and contribute to it in positive ways.
 - ii. Michael Flaum: there are so many things that can be chosen to address and prioritized but this can be a structured way to enrich and structure discussions with community stakeholders.
 - iii. Abbey: The plan was continuing to update monthly until the end of the fiscal year and after that look at ways to evolve this meeting. For instance, we want to form a welcoming and open discussion for those who have had interactions and those who impact the community that would receive these services and be impacted by the system. The more heads we put together and the more collective ideas the more potential for systemic changes. If there are any questions or input, please let me know.
- c. Tours and Partnerships
 - i. In the last month or so, there have been a lot of tours and walk around the building if possible. We have had Law Enforcement Social Services representatives from Henry County and individuals from Polk county who are interested in starting a sobering unit. R place has also been to GuideLink center. Proteus which a nearby agency that provides services in our community. We have received more donations and they have been

extremely generous from private individuals and private companies. Fraternities and Sororities and churches are sponsoring GuideLink center.

- ii. GuideLink Center is now in the Health JoCo Committee as well as Assisted Outpatient Treatment discussions.
- iii. UnitedWay has awarded GuideLink center with a Game Changer award and so we will be attending that even later next week.

d. Iowa Access Center Meetings

i. Mental Health Awareness Event

- 1. In the spirit of Mental health awareness month, we will be inviting Access Centers from across the state along with representatives to come to an event that will shoutout and celebrate access centers. This will take place on May 18th
- 2. Michael: What you do at a statewide level, but you should be doing it on a nationwide level. We should find a way to fund the ability to participate in these events.
- 3. Monika: We are presenting at the American Association Suicidology and Iowa Association of Community Providers and we are starting towards the Nationwide presentation level. It is a good way to see where we are and how amazing we are doing while also getting feedback to continue to serve our community. If there are other opportunities send them our way.

e. GuideLink Center sub-committee

- i. Abbey: We met and had discussions about the concept of GuideLink center and discussed hopes for it. We want to develop some goals to work on throughout the year. There are a lot of great people behind GuideLink center and concepts and ideas and it is great to pull it together to understand what and how we can do here.

f. General areas of interest or concern

6. Advisory Board Recommendations

- a. Lance: I can't resist an opportunity to discuss Wellmark so I am wondering if we can utilize the May 18th event as a way to put it on the governor's agenda.

7. Adjournment