

**OPEN MEETING - MINUTES**  
**Waukesha County Communications Center**  
**Mental Health Advisory Committee (MHAC) Meeting**  
**And**  
**Substance Use Advisory Committee (SUAC) Meeting**  
**September 17, 2019**

**Present MHAC Members:** Susie Austin, Danielle Birdeau, Lauren Clark, Linda Cole, Terry Findley, Cathy Friend, Jessica Grzybowski, Shannon Hammer, Amy Machgan, Mary Madden, Maura McMahon, Helen Prozeller, Shannon Stydahar

**Absent MHAC Members:**

**Present SUAC Members:** Susie Austin, Marla Bell, Tom Graves, Rob McCreadie, Lauri McHugh-Badura, Pat Miller, Kelly Morgan, Patrick Reilly, Kevin Schaefer, Dennis Williams

**Absent SUAC Members:** Rose Barton, Michael Bauer, Lindsay Just

**HHS Board Liaisons:** Mike O'Brien, Tim Whitmore

**HHS Staff Liaisons:** John Kettler, Joan Sternweis

**Guests:** Carly Bausch (proxy for Just), Danielle Bernier, Jasmine Boettcher, Laura Fleming, Mireya Garcia, Mary Goggins, Theresa Imp, Sherri Kleppke, Kurt Roskopf, Becky Stribling, Kena Watkins

**1. Call to Order**

Substance Use Advisory Committee Chair Reilly called the meeting to order at 3:03 p.m. Introductions were exchanged among the committee members and guests.

McHugh-Badura arrived at 3:06 p.m.

**2. Review and Approval of Minutes**

**a. Mental Health Advisory Committee: July 15, 2019**

Motion: Austin moved, second by Birdeau, to approve the Mental Health Advisory Committee Minutes of July 15, 2019. Findley abstained. Motion passed without a negative vote.

**b. Substance Use Advisory Committee: July 16, 2019**

Motion: McCreadie moved, second by Williams, to approve the Substance Use Advisory Committee Minutes of July 16, 2019. Motion passed without a negative vote.

Due to scheduling conflicts, the educational segment was moved to the end of the meeting.

**3. HHS Clinical Services Mission Statement**

Sternweis distributed and reviewed a document regarding the WCDHHS Clinical Services Division Mission Statement.

Attendees brainstormed ideas to develop an updated mission statement for the WCDHHS Clinical Services Division. The questions they addressed include:

- What are the primary functions and activities the WCDHHS Clinical Services area performs?

- Why does the County perform these activities? What's the purpose of the Clinical Services Division?
- For whom does the County conduct the activities? Who do we serve?
- What are some key words that you would find meaningful in describing our mission?

Attendees are encouraged to follow-up with Sternweis or Birdeau if they have any additional ideas.

**4. 2020 Prioritized/Unmet Needs Update**

Cole distributed and reviewed a document titled "Memorandum; Structure of Advisory Committee Presentations to the Board."

Sternweis and McClain will forward the final letter to HHS Board Chair, Larry Nelson.

**5. Open Meetings Protocol Update**

Sternweis gave a brief background on the Open Meetings Workgroup, consisting of Ronda Baxter, McClain, and Sternweis.

The workgroup, along with Antwayne Robertson, HHS Director; Laura Kleber, HHS Deputy Director; and Larry Nelson, HHS Board Chair; are developing a uniform set of advisory committee (that will be referred to in the by-laws as "advisory groups) by-laws that would be consistent with the HHS Board by-laws that are currently being developed by the same group. The HHS Board will review their proposed by-laws, and then review the advisory group's proposed by-laws. By January 2020, advisory groups should be able to update the by-laws for their specific group, within the guidelines outlined by the HHS Board.

One change that will affect the advisory groups that has been discussed is to have a membership list of between 7 and 15 people, with a fixed quorum of 5 members. The hope is that there will be less of a chance of meeting cancelations due to not having enough members present.

**6. Reports**

**a. HHS Board Liaison**

Whitmore commented that the last HHS Board meeting had a presentation given by peer specialists and their role in the Drug and OWI Treatment Courts.

The Clinical Division privileging of Mental Health Center providers for the next year also occurred.

The HHS Board approved an amendment to the Medical and Psychological By-laws, allowing for an Advanced Practice Nurse Practitioner (APNP) and a psychologist to join the Clinical Division staff.

O'Brien added that, at the mid-July meeting, managers presented on their proposed budgets.

The needle exchange program, which was the SUAC Prioritized Needs presentation, was not forwarded onto the County Executive this year, but the committee was encouraged to present on the idea again in 2020.

**b. HHS Staff Liaison**

Kettler reported that, at the last Interagency Program for Intoxicated Drivers (IPID), Julie Sherman of the Alcohol Policy Project presented on the "place of last drink" pilot project.

The Clinical Services intensive outpatient program will be transitioning to the Matrix model, focused on those with higher risk/higher need substance use disorders. The new model promotes more family involvement and a longer duration of treatment.

There will be a presentation on October 1 at WCTC for the "Real Deal on CBD [Oils]." The presenters will be Dr. Cecilia Hillard and Angela Prouty.

This Thursday, HHS staff will have a presentation on the 12-step and other recovery programs, in celebration of Recovery Month. The materials for the presentation were made possible by donations for the late Chuck Miller.

Sternweis announced that the Mental Health Center Treatment and Support Services Unit supervisor, Simms, resigned. Courtney McElmeel will be joining the MHAC as the CST representative. McElmeel will handle adult CST services, while supervisor Eve Altizer will handle child CST services.

There will be a preliminary rule in October, allowing a new benefit structure in Wisconsin for Medicaid to cover substance use residential services.

**c. Comprehensive Community Services (CCS) Coordinating Committee**

Hammer reported that the committee met yesterday and discussed the Recovery Oriented System Indicators (ROSI) survey event at the end of October, as well as possible incentives. The first 60 CCS members to fill out a survey would receive a gift card.

McElmeel was introduced and became an official member on the committee.

The next meeting will be November 18.

**d. Coordinated Services Team (CST)**

Birdeau stated that the CST state visit occurred, where they reviewed this past year's work plan and developed a new work plan for the next year.

The next meeting will be September 25.

**e. Peer Specialists of Waukesha County**

Austin reported that the peer specialists are looking at providing education to employers and agencies regarding the services that they provide.

12 trainers have reviewed the new curriculum that will be rolled out at the end of September.

Another peer specialist exam will be added in December; otherwise, the next one will be next year.

Austin will be focusing on job development over the next year, and less on trainings.

**f. Community Health Improvement Planning Process (CHIPP) Report**

Imp stated that there was a check-in meeting held on July 17.

McMahon arrived at 4:03 p.m.

Some of the goals and accomplishments of the pillars are as follows:

- Workplace Pillar
  - Trainings held:
    - Human resources and legal issues related to opioids in the workplace
    - Administering Naloxone and identify drugs in the workplace
  - The Waukesha County Business Alliance focused their quarterly magazine on the opioid issue. The magazine was sent to 1200 business and shared online.
- Treatment Pillar
  - Working on a countywide provider network, a tool that 2-1-1 will use for referrals.
- Law Enforcement Pillar
  - 329 officers have received Crisis Intervention Team (CIT) training
  - A training was held on May 21 for 41 law enforcement, prosecutors, probation agents, and prescribers regarding training on the Prescription Drug Monitoring Program (PDMP).
- Harm Reduction Pillar
  - Continues to grow awareness of the needle exchange program.
- Prevention Pillar
  - Engaging a cross-sector team to promote the use of existing resources
  - Finalizing educational materials with the pharmacist members
  - Developing a consumer education tool
- Drug Affected Infants Pillar
  - Has a Facebook page with posts reaching 2500 individuals
  - Met with the jail to start a collaboration with them for Medicated-Assisted Therapy (MAT) and other services
  - Expanded Screening, Brief Intervention and Referral to Treatment (SBIRT) for pregnant women in Waukesha County

**g. Suicide Task Force / Waukesha County Suicide Prevention Initiative**  
Madden reported that the quarterly meeting was held earlier today.

Three training events were held this summer:

- June 10 – “Supporting Youth at Risk of Suicide” focused on youth and had approximately 140 in attendance
- June 18 – Question, Persuade, Refer (QPR) Train-the-Trainer. There are now 16 new QPR trainers in Waukesha County
- August 23 – Author Stacey Freedenthal presented to an audience of nearly 100 people

Last week Monday, Madden and Birdeau attended the Milwaukee Hearing for the Speakers Task Force on Suicide, which focused much of the time on the Extreme Risk Protection Order – an opportunity for families to petition the courts for a temporary order to remove firearms for those with suicidal ideations.

There are many events being held this month for Suicide Awareness and Prevention Month, including:

- HOAN ALONE – a short video being presented next Monday at the Waukesha Civic Center
- FINDING YOUR FAIRY TALE – a full-length documentary being presented on October 17 at the Avalon Theater in Milwaukee

**h. Heroin Task Force Harm Reduction Pillar**

Austin reported that the Overdose Awareness Day activities were held on August 31 at Frame Park. There was a great turnout, with over 75 people in attendance at one time.

Reilly stated that the new needle exchange van driver has been very active in developing a presence in the community. They are able to conduct a variety of testing, including HIV and STD.

**7. Ongoing Business / Community Initiatives**

There was no ongoing business or community initiatives.

**8. Agency Updates / Announcements**

WCTC is hosting a job fair at the Waukesha County Expo Center on October 23.

WCTC will be holding an open house on November 14.

NAMI, along with HHS and the Menomonee Falls Police Department, is hosting CIT training this week. 27 participants have signed up – 26 from throughout the county, and 1 from Carroll College.

Public Health is preparing for their "Family and Community Health Fair" on Wednesday, October 2 at Waukesha South High School.

Reilly left at 4:16 p.m.

**9. Educational Segment: Waukesha Communications Center**

Watkins and Boettcher reviewed a PowerPoint presentation.

The dispatchers receive calls from family and friends, and not just the person that needs the help. With that in mind, they must go into each call without assumptions or judgement. Dispatchers know that callers that have a mental health illness are not typically violent, less intelligent, or "crazy," and the dispatcher will treat them with the ultimate care and respect throughout the entire call. The ultimate goal is to keep the person safe until paramedics or whomever can physically get to them.

When identifying callers dealing with a crisis, the dispatchers focus on the tone in the caller's voice, as well as expressions they use. What the caller asks is just as important as what they are saying. The dispatchers constantly practice active listening with all of their senses, including knowing what the caller is *not* saying. Dispatchers will use open-ended question with the caller, and summarize any information that is given to them to ensure comprehension. The belief for the dispatchers is that "If you are talking to me, you are not doing something to harm yourself," so they will do all they can to keep the caller on the line talking to them until first responders can arrive.

Callers may be dealing with a variety of issues – not necessarily only the issue that they are calling with.

Dispatchers have specific protocols for suspected drug overdose calls. These protocols allow the dispatchers to better gauge the situation and pass the critical information onto the first responders.

The Critical Incident Training (CIT) for Dispatchers has not only trained them to increase their

levels of patience, but it has given them the confidence to handle the calls they receive.

Schaefer and Grzybowski left at 4:30 p.m.

There is a Peer Support Group for 9-1-1 professionals, partnering with Dane County. This group helps to support the wellbeing and quality of life of the dispatchers. In Waukesha County, there are six Peer Support staff that have received specialist training. They are utilized, not only for professional self-care, but for personal as well. The staff member wishing to utilize their services can choose their support based on a short biography of the peer support specialist.

Miller and Bausch left at 4:44 p.m.

Currently, Waukesha County employs approximately 40 dispatchers, with the goal of having 50 dispatchers.

**10. Public Comment**

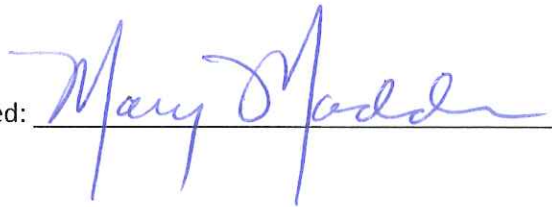
There was no public comment.

**11. Adjourn**

Motion: Austin moved, second by McHugh-Badura, to adjourn the meeting at 4:50 p.m. Motion carried unanimously.

Minutes respectfully submitted by Janelle McClain.

Minutes Were Approved:



Date:

10/21/19