

Mental Health Connection Membership Meeting Minutes
Monday, April 9, 2012, 8:30 a.m.
The Women's Center

Attendees:

Sue Adams	Estrella Griggs	Jane Sanford
Judith Alexander Priest	Tabatha Gunn	Rafaela Schwan
Stefan Ateek	Nancy Hagan	Paula Shockey
Joan Barcellona	John Hamlett, III	Danielle Smith
Kay Barkin	Carolyn Hanke	Stacy Starkes
Stephanie Books	Virginia Hoft	Michael Steinert
Wayne Carson	Whitney Hoft	Greg Sumpter
Pat Cheong	Laurie Hooper	Patricia Sylve
Michelle Cowden	Sara Kaylor	Otis Thornton
Lenora Doerfler	Julie Laughlin	Wayne Vaughn
Sheryl Fairchild	Lee LeGrice	Richard Vickers
Jennifer Farnum	Sandra Lydick	Lorraine Wade
Lisa Ferrell	Pree Mariga	Mark Ware
Debbie Fillmore	Clea Moss	Gail Warner
Jan Finch	Santos Navarrette	Lyn Willis
Ken Ehrke	Stephanie Norton	Brenda Wingo
Sonja Gaines	Michael Parker	Wayne Young
Lydia Garcia	Sherri Pratt	Lena Zettler
Allison Giles	Dorilez Rivera	
Siena Granger	Matt Robison	

Susan Garnett called the meeting to order at 8:42 a.m. and led the attendees in introductions. She reminded all to sign in.

Sonja Gaines asked members to support an application for a Hogg Foundation grant for integrated behavioral health and primary care services. Phase I of the grant is \$25,000, which will allow the community to bring in experts on best practice models that Tarrant County might implement. Grant writer Whitney Hoft is putting together the application, and is gathering signatures of those who collectively support the grant. Whitney passed around a document for one person from each agency to sign as a show of support. Some Mental Health Connection organizations will also be asked to write specific letters of support.

Special Report

Texas Benefit Bank

Camille Miller and Amanda Conway from Texas Health Institute presented information on the Texas Benefit Bank, which is funded by the Ann E. Casey Foundation. THI's mission is to improve the health of Texans and their communities. It was discovered that Texans had more than \$6 billion a year in unclaimed benefits for which they were eligible. The Texas Benefit Bank is one way to help Texans receive benefits in such areas as SNAP, EITC, SCHIP, Children's Medicaid, Medicare Part D Low-Income Subsidy for

prescriptions and Pell Grants for college. The Bank also offers an application completion tool, a free income tax assistance program and helps individuals register to vote. The Benefit Bank's vision is "to build a diverse network of volunteer and professional counselors at community organizations, businesses, churches, and health care and social service providers united in helping the 17.1% of Texans in need." The system being used in Texas has been used in Ohio for about seven years, and is also in 10 other states. Certified counselors work with individuals to create an account and determine their eligibility for various benefits that may be unclaimed. Once an individual selects a personal password and enters basic information in one area, all other areas will be able to pick up the information and populate forms. Trained volunteers help clients enter their information and file for benefits electronically. Clients receive a printout of any applications, but no information is retained on the local computers. Individuals also can use QuickCheck to learn whether they are eligible for benefits they might not be claiming. Dr. Liz Trevino at UNTHSC will evaluate the effectiveness of The Texas Benefit Bank. To provide the system to clients, agencies with a budget of less than \$1 million will pay an annual fee of \$500. Those with budgets of more than \$1 million will pay \$1,000 per site. The funds will cover as many computers as the agency wants, along with certification training for counselors and volunteers. As more funds become available, the Texas Benefit Bank will add new areas of interest. The first one under consideration focuses on the needs of veterans. To find a site that offers the Texas Benefit Bank, individuals can go to the Web site, enter a zip code, and enter a mileage radius. The Web site will then provide a map showing all locations that offer the Benefit Bank. MHMR of Tarrant County has signed up for eight sites, three of which will be open to the public. Sites not open to the public either will not show up on the Web site map or will have a statement such as, "Not open for the public." THI hopes to have sites in places people typically go – where they live, learn, work, play and pray. Organizations and agencies that want to become Texas Benefit Bank sites will first sign a site agreement with THI. After they sign the agreement, the sites will identify potential counselors, including an identified site administrator who will serve as the primary contact for Texas Benefit Bank. The sites will schedule a training for their counselors and fill out electronic site information that includes locations and times of operation. Agencies interested in the training can go through the program with MHMR in May if they want. After attending the training, sites can use free marketing materials as they begin to provide the new service to clients and others. Agencies and organizations can schedule an on-site demonstration by contacting Amanda Royston at aroyston@texashealthinstitute.org or by phone at 512-279-3907.

THI is training trainers so the service can expand more quickly. There is a full-time site coordinator who is trained as a trainer. Once people are trained, they can keep their certification with online updates.

Proof-of-eligibility items must be faxed since the system cannot yet guarantee security for scanned items. Eventually, it is hoped that items such as birth certificates can be stored on a server so people can access them easily.

Joan Barcellona pointed out the Benefit Bank will allow for one-stop service instead of forcing clients to go to multiple sites to apply for different benefits. This will be even more helpful to those dependent on public transportation.

Utilization Review

Crisis Services – Mark Ware reported Respite Services had 23 admissions in March. The Mobile Crisis Outreach Team had 56 referrals, which is the largest number in one month since the service began.

JPS Health – Wayne Young reported there were 1,916 patients seen by the Psychiatric Emergency Center in March. There were 314 adult psychiatric admissions, 63 adolescent admissions and 66 admissions to the Crisis Stabilization Unit. Joan asked whether JPS is seeking more psychiatrists. Wayne said one full-time employee and one half-time employee have been added in the last two months. He also explained that the psychiatrists usually work 12-hour shifts. He said it would be helpful if the community addressed reduction of the Psychiatric Emergency Center volume. In 2000, there were 14,000 visits. If trends continue this year, there will be 22,000 by the end of 2012. One issue is that people can make appointments for mental health services, but day laborers might be hired and are unable to keep the appointments. As a result, they end up dealing with mental health crises. The question is how to keep people healthy in the community so they do not have to use emergency services. Otherwise, the increases could jeopardize the long-term sustainability of the emergency psychiatric services.

Hand in Hand – Chuck Hoffman reported Hand in Hand has been very busy. Allison Giles said Hood County has developed a committee of about 15 people who are planning to coordinate system of care activities. The group is currently selecting a community needs assessment tool. Hand in Hand is having conversations with the University of Texas at Arlington about working with the university's Innovative Community Academic Partnership (ICAP) funds for that project. Once the needs assessment is selected, the Hood County group will have a stakeholder meeting. The group is also considering the possibility of a community-wide meeting in September to announce the results of the assessment, trends and gaps in services.

Stephanie Norton reported Hand in Hand has now served 103 families with Wraparound. The Department of State Health Services is providing statewide wraparound training to bring Texas up to date on high-fidelity wrap. The training, coaching and guidelines will be carried out over four state cohorts, and Hand in Hand will host the first one in Fort Worth. It is an exciting opportunity for MHMRs that will be using wrap in intensive services for children and adolescents. Stephanie has been selected as a coach.

Lydia Garcia reported 288 people in the community have now been trained in CBMCS, including three agencies that have trained every member of their staff. A fourth major agency is working to achieve full training as well. A new CBMCS training begins this week.

Chuck pointed out that our community must document system of care support to ensure funds continue to support ongoing efforts. He recognized and thanked Virginia Hoft and Nancy Hagan as champions in reporting in-kind match hours.

Kay Barkin reported Family Partners for Hand in Hand Wraparound will receive training on April 24. In addition, a statewide certification program for Family Partners will be held in Fort Worth in August.

Kay also provided an update on a mural in Arlington to be created by We Are Legal (WAL) for Children's Mental Health Awareness Day and unveiled on May 9, Children's Mental Health Awareness Day.

DataLink – Stephanie Norton reported there have been 2,849 referrals through DataLink in the past year.

Tarrant Cares - Kay Barkin reported that, as of April 2, there have been 3,484,936 hits; 2,178,795 pageviews; and 315,329 sessions. Patsy said Trilogy will return to Tarrant County on May 23 and 24 to conduct additional training. The Governance Committee will be planning the events. Because Kathy Sterbenc's last training occurred during the ice storm, many agencies missed the opportunity. She also wants to determine ways

Tarrant Cares can be enhanced or improved, including new features. The visit in May will provide an opportunity to have a dialog with Trilogy. Patsy asked who would be willing to have staff attend a two-hour training session, and the majority indicated they would. She also discussed the idea of creating a “go-to person” in each Tarrant Cares agency who would be able to help people use the system more effectively. One session could include a dialog with Trilogy to discuss possible new features and any issues with existing features.

Announcements

Virginia Hoft said there will be a meeting immediately following the Mental Health Connection meeting to plan an LGBT conference that will be held in November. Anyone is welcome to attend the planning meeting.

Sonja reminded attendees about the Hogg Foundation support letter.

Next Meeting

The next meeting will be held Monday, May 14, at 8:30 a.m. at The Women’s Center, 1723 Hemphill.

Adjournment

With no further business, the meeting adjourned at 10:12 a.m.