Behavioral Health System Redesign: Crisis Response Improvement Strategy Committee

Meeting #14

Tuesday, June 20, 2023, 1 pm to 4 pm

Zoom

Meeting objectives

1. Understand where we've been, where we are now, and where we are going in the CRIS process.
2. Hear updates from state agencies and Governor's Office relevant to CRIS work.
3. Hear outcomes from HCA update of Crisis Response Dispatch Protocols, including how CRIS feedback has been considered and addressed, and receive overview of the Crisis Response Best Practices Guide.
4. Begin discussing recommendations for addressing system gaps related to crisis stabilization, as captured in the root cause analysis.
5. Confirm action items and next steps.
6. Hear public comment.

Meeting Agenda

TIME	TOPIC, OBJECTIVE, and APPROACH
1 pm	Technology Moment **Objective:** ensure meeting participants know how to use the Zoom technology—including raise your hand function—and everyone understands meeting expectations (e.g., participants leave cameras on, observers leave cameras off, everyone leaves mics on mute unless called upon to speak, etc.)
1:05 pm	Welcome, Introductions, Review Meeting Agenda **Objective:** Ensure CRIS Committee members and members of the public understand how the meeting—including the public comment period—will proceed.
1:20 pm	Personal Story **Objective:** set the context for why we are engaging in this work.
1:40 pm	Agency Q&A **Objective:** Answer questions from CRIS committee members about updates in the monthly CRIS e-newsletter.
2:15 pm	Presentation: Crisis Response Dispatch Protocols and Best Practices Guide **Objective:** Hear outcomes from HCA update of Crisis Response Dispatch Protocols, including how CRIS feedback has been considered and addressed, and receive overview of the Crisis Response Best Practices Guide.
2:40 pm	Break
2:50 pm	Discussion: Begin exploring potential recommendations to address system gaps for crisis stabilization **Objective:** Inform Steering Committee recommendations for 2023 report to the Legislature.

TIME	TOPIC, OBJECTIVE, and APPROACH
3:45 pm	Action items and next steps
3:48 pm	Public Comment Period **Objective:** Hear public comment.
4:00 pm	Adjourn