

CARE Coalition Meeting Minutes

5/10/2024

11:30am-1:00pm

In-person: West-MEC District Office- Board Room

5487 N 99th Ave, Glendale, AZ, 85305

Coalition Members in Attendance:

Karina Herrera, THS	Kiersten Walker, Advisory Board Member	Evelyn Rodriguez, Peoria Unified FRC
Melissa Howard, THS	Kim Robison, Phoenix Union High School	Emily Coctes, Student Choice High School
Jayne Quartz, THS	Laura Haarstad, BESD	Alexus Calahan, Student Choice High School
Sabrina Arreola, THS	Lauren Bergemann	Hannah Fleming, GESD
Ayme Pelagio, THS	Lisa Hall, GESD	Nicole Harris, Solari
Luis Belmar, THS	Lisa McCormick, Duet	Angela Garcia, Tolleson School District
Zachary Prado, THS	Stephanie Loyer, Lattie Coor School AESD44	Danielle Sanders, Agua Fria Union High School District
Jacquelyn Eastman THS	Madison Peoples, Agua Fria	Sholanda Smith, Agua Fria Union High School District
Kory Richardson, THS	Serina Valdez, Good Neighbor Support Service	Shana Hornstein, Glendale Community College
Erica Chavez, THS	Melissa Chavez, Good Neighbor Support Service	Lindsey Womer, Arizona Children Association
Sebastian Rodriguez, THS	Nicole Weneta, Goodwill	John Meachan, LESD
Plangkat Milaham, THS	Blake Olens, LifeologyAZ	Yaninn Benoit, Mind 24/7
Caelynn Griggs, THS	Zaneta Alexander, LifeologyAZ	Hector Vuga, Arizona Children Association
Alexis Perez, THS	Misti Andrews	
Andrea Arellano, Advisory Board Member	Oslyn Rodriguez, Peoria Unified FRC	
Anna Tran, Eliseo C. Felix		
David Kohl, Trevor Browne High		
Heather Jarrell, Aurora Behavioral Health		

- **Call to Meeting:** *Erica Chavez- Touchstone Health Services, Clinical Director*
 - Attendees were welcomed, Vision and Mission Statement of Care Coalition was given to attendees, provided housekeeping instructions, and invited to grab lunch.

- **Coalition Functioning Instrument (CFI):** *Jayne Quartz, Touchstone Health Services, Community Trainer*
 - CFI: determines efficacy of CARE coalition Meeting, meaningfulness, cohesiveness, opportunities for improvements and CARE member participation
 - Introduced CFI QR code- attendees who have attended one or more CARE Coalition meeting can complete it.
 - Attendees who completed survey will gain a second raffle ticket

- **Agency Spotlight:** *Kiersten Walk, Advisory Board Member*
 - **Mind 24/7- Yaninn Benoit, LMSW**
 - 24/7 walk in mental health care
 - Nurse practitioners, social workers, Pas, behavioral techs
 - Grants are available (for the time-being) for people with no insurance
 - Urgent care rapid access mental health provider (treats all behavioral and mental health, rapid access to a provider with minimal wait and no appointment time)
 - Principles:
 - Always accepts everyone, meets with any need for mental health care
 - Express care
 - Walk in care
 - Perfect for people who want to see a licensed mental health professional
 - Patients will arrive and be transmitted to see the provider within 20 minutes
 - Most will be discharged under 2 hours
 - Crisis care
 - Provides full crisis care up to 23 hour and 59 minute
 - If a higher level of care is required. MIND 24/7 makes the referral and places them into that higher level of care with a trusted community agency
 - Progressions
 - Ongoing counseling
 - Up to 90- day participation
 - Regular group and/or individual counseling services
 - MIND 24/7 Clinic (camelback location)
 - Dedicated children/youth entrance and waiting lobby (waiting adults are separated)
 - Outcomes
 - Help patients rapidly return to previous level of function
 - Feedback
 - Training with law enforcement with trauma informed care
 - 1-844-MIND247

- **CARE Mini Training:** *Jayne Quartz, Touchstone Health Services, Community Trainer*
 - **Solari 24/7 Lifeline Statewide Crisis Line & 988, Nicole Harris**
 - **Solari mission is inspiring hope**
 - Providing care since 2007, nationally accredited
 - 988 and statewide crisis lines in Arizona, Oklahoma and Colorado

- Arizona's call center is the largest call center in by volume on the country taking about 45,000 calls per month
 - 988 and crisis lifeline
 - Rebranding- 988 previously known as rge national suicide prevention lifeline. Does not change of the services provided but makes it easier for people to contact. It is a suicide and crisis hotline
 - Crisi continuum
 - Person in Crisis → 988 → mobile cris team → crisis facility → post-crisis follow up services (i.e. a call in the next hour, a call within 24 hour, connecting to outpatient services)
 - Process is the same for everyone regardless of age
 - National vs local
 - National
 - Routed by area code
 - You will hear a recording press 1 for veterans, press 2 for Spanish, press 3 for LGTQIA Youth
 - Call is then routed by area code
 - Local:
 - Routes directed to solari
 - A person will answer
 - Ability to dispatch mobile cris team
 - What to expect
 - All calls, and texts are answered immediately by a real person
 - Name, birthday and phone number is asked (but all information is voluntary, you can refuse)
 - You will remain anonymous
 - All information given is private and confidential
 - All services are FREE
 - Crisis intervention with minors
 - When a child calls always encourages to talk to adult if the child has expressed thoughts of suicide and are in danger
 - Slide will be provided to attendees after meeting
- **Call to Action-** *Jayne Quartz, Touchstone Health Services, Community Trainer*
 - **Community Needs Assessment/KII-** *Jayne Quartz & Alexis Perez, Touchstone Health Services, Community Trainer and Community Trainer & Research Specialist*
 - We want to hear from various community members to learn what resources are needed and what is needed to help improve the community.
 - Encourage individuals in the community to take our Community Needs Assessment
 - Must live within our grant zip codes (Tolleson, Avondale, Litchfield Park, Buckeye, Goodyear, southwest Phoenix, western Glendale)
 - We are in need of individuals to participate in a focus group session (1-1 ½ hour)
 - If interested, contact Alexis Perez – alexis.perez@touchstonebh.org
 - **Successes for CARE Program-** *Karina Herrera & Jacquelyn Eastman, Touchstone Health Services, Prevention Supervisors*
 - *Number of youth reached:*
 - *First semester:*
 - *Safe Dates Schools: 1,273*

- *Safe Dates Community classes: 12*
 - *Second Semester:*
 - *Safe Dates Schools: 1,098*
 - *Making Proud Choices Community classes: 21*
 - *Introduces a new program: Teen Outreach program*
 - *Community Outreach*
 - *Health Educators has completed outreach to over 100 locations*
 - *26 tabling events completed*
 - *12,000 community members reached*
 - *1,900 people reached through professional development opportunities*
 - *240 referrals have been given*
 - **YLC Recruitment Ideas-** *Luis Belmar & Ayme Pelagio, Community Liaisons*
 - *Recruiting youth to join our Youth Leadership Council*
 - *Kickoff date is June 5th from 4:30-5:30am*
 - *Avondale Resource Center – 995 E. Riley Dr. Avondale, AZ*
- **Upcoming Events, Raffles and Wrap-Up:** *Karina Herrera, Touchstone Health Services, Prevention Supervisor and Andrea Arellano, Advisory Board member*
 - **Community Share Announcements:**
 - *Poder In Action: Updated their resource list (health, jobs, mental health specific for immigrants or undocumented) and are hiring individuals for canvassing for 2024 election*
 - *Girls Empowerment Event on July 20th @ Phoenix College girls 9-18*
 - *Mountain Park Health – free back to school physicals and backpacks from May 28-August 31*
 - **Raffle Winners**
 - *April Young*
 - *Lauren Bergemann*