

SIM Priority Group Progress Update—11.02.2023

Priority Name: Call Center -Diann Gilmore presented update with input from Janell Menahem

<p>Goals/Objectives to be accomplished:</p>	<p>Develop a centralized call center providing information and referral for behavioral health and emergency assistance for basic needs. *priority modified from original SIM Workshop.</p>
<p>Challenges/Issues for progress:</p>	<ol style="list-style-type: none"> 1. data numbers are based off of information volunteered by callers self-identifying as justice involved. 211 is an anonymous service and cannot ask questions that may be identifying in nature. 2. Need to define their target community 3. Need resources to help callers who are not in crisis but who are justice involved with mental illness dx. 4. Need a community case manager who is not associated with the diversion center who is available to those who do not qualify for the diversion center.
<p>Milestones accomplished since last PBHA Justice Forum (May 2023)— <i>Examples: regular meetings, pilot projects, changes in policies or procedures, and other.</i></p>	<p>Milestone No. 1- Diann and Janell have met with other groups and organizations seeking solutions to newly discovered unmet needs that have emerged since May '23 Justice Forum. These needs include: housing and counseling needs as well as basic life skills training accessible outside of the individual being enrolled with a specific agency such as TPC.</p> <p>Milestone No. 2 – 136 unduplicated callers were identified as both justice involved and in need of mental health services. These numbers started being collected in March 2023 by Janell Menahem.</p>
<p>What data or outcomes are being gathered/tracked to assess progress?</p>	<p>Currently, data being collected includes count of those believed to meet dual criteria of being or having been justice involved and in need of mental health services. Most recent count was 136. 24 of those were identified as possibly qualifying for referral to diversion center. Working definition of eligibility criteria:</p> <ul style="list-style-type: none"> - Someone who reports being in active mental crisis

	<ul style="list-style-type: none"> - Someone off their mental health medication who needs/wants to get back on them. - Anyone who expresses a need for mental health counseling. <p>Of the 112 remaining i.e. those not eligible for referral to DWC for case management. 211 was able to resolve the needs of approximately 50% of the remaining callers.</p>
<p>What data does this group need to know to be more effective in data-driven decision making?</p>	<ul style="list-style-type: none"> - Need to ask representatives from TDCJ and Probation what time frame they typically use when tracking recidivism. 3, 5, 10 years etc?
<p>Goals planned before the next PBHA Justice Forum (May 2024)</p>	<p>Goal No. 1- Define the target community for the call center with input from all priority groups. Currently, 211 considers those in drug court, or other mh related specialty courts as well as those on probation or parole and anyone involved in the criminal justice system to be included in the target community definitions. However, decisions are largely made on case-by-case basis by call center leads; Diann Gilmore and Janell Menahem.</p> <p>Goal No. 2- 211 Texas Panhandle United Way Helpline will apply for a Special Project Waiver which will allow call specialists across the state to ask questions of anyone calling in for referrals from zip codes in Potter or Randall counties in order to identify those who are or have been justice involved within the last 5 years or who are in need of mental health services. Diann Gilmore and DWC will assist in writing the grant to fund the salary for a Community Case Manager. The leads would like to have a Community Case Manager hired and in place by May 2024.</p> <p>Goal No. 3- Downtown Women’s Center and 211 Texas Panhandle United Way Helpline will seek out funding to secure a community case worker to be housed at 211 Texas Panhandle United Way. Community Case Manager will work with those <i>not</i> identified as candidates for the diversion center.</p> <p>Goal No. 4- Janell and Diann will meet after the first of the year to plan how they want to go about funding and planning for a community case manager (CCM). This includes identifying a solid job description for the CCM.</p>

	<p>Goal No. 5- Janell and Diann will work to identify a plan of action on how to begin educating jails, probation and parole offices to help their clients contact the call center before they are released rather than after.</p>
<p>ASK: What support or clarification does this group need from PBHA or other SIM groups to advance this priority?</p>	<ul style="list-style-type: none"> - Script needed for calls that come to 211 (regional call center) outside of the 8am-5pm Monday-Friday hours. (During these hours local calls will be routed to local 211 call center.) Per Janell, the special project will take care of this. The community case manager will function as the special project specialist and will field these calls so that they will not need to go to the regional call center even outside of regular hours. - Question: Input needed on what time frame criteria to record calls/intakes with a justice related interaction. - A: Any interaction within the last 5 years will be considered within criteria.

Project Lead(s): Diann Gilmore, Downtown Womens Center, Janell Menahem, 211 Director

Committee Members:

- Kim Pitney, Program Director, Downtown Womens Center
- Steve Brush, Captain, Canyon Police Department

PLEASE NOTE: Janell's personal number is ONLY for community service providers. Please do NOT give out to clients/patients etc.