July 25th 2018 | 2:30-4:00pm | Navigator Office, 1206 N. Lincoln

In Attendance:

* Jail data – discussion of finding an indicator of system change
	+ Would only include Spokane Co.
	+ Suggestion that BH-ASO Crisis recidivism report instead of jail specific data might be better, due to who owns it. Every client who receives crisis services.
		- Concern that it will miss folks who touch jails do not end up in MH services
	+ Jail and juvenile representation needed. Jail and Juvenile know when an uptick happens-recidivism.
	+ Erin from Lutheran will invite jail/juvenile folks to group
* Ombuds report
	+ Question if trend over time available for Ombuds report. What’s the baseline? Quarterly, semi-annual report.
	+ Look at Average number of calls per month.
* Grievance process – provider question about expectations for 2019
	+ August mtg. agenda – HCA/MCOs to present on differences between BHO and MCO grievance process
* Follow-up: Other populations/agencies/data needed
	+ Homeless data – Kellie and Jan (Frontier) will reach out to folks at FBH homeless programs
		- Looking for # of individuals, services provided, location
	+ Other FBH programs with potentially useful indicator data: MCAT, Behavioral Response Unit, Community Diversion Team
	+ SFD CARES Team – Charisse to reach out
	+ Providence RISE partial hospitalization program – Charisse to reach out to Tamara Sheehan
	+ Isabel (HCA) to touch base with BH-ASO about getting baseline data for standard indicators
		- DCR-response time is not currently being required in Spokane and number
* Level-setting/expectations for group
	+ Need real time data, no more than 4-6 week data lag
	+ Tracking significant change in baseline data & discuss possible causes/solutions *as they relate to IMC transition*
	+ Expect to continue thru first 6 months of 2019
* Sarah (BHT) will share grid from North Central
* 6 months - Standards plus, Jail, homelessness, Ombuds