**Department of Health and Mental Hygiene**

**Behavioral Health Administration**

**Maryland Crisis Hotline Operations Workgroup**

**June 27th, 2017**

Brief Minutes

**Attendees:** Kathleen Rebbert-Franklin, BHA; Laura Burns-Heffner, BHA; Mary Viggiani, BHA; Barry Page, BHA; Sue Jenkins, BHA; Aidelaide Weber, BHA; Chris Garrett, DHMH; Chelsea Bednarczyk; Adrienne Breidenstine; Suzi Borg; Linda Fauntleroy; Holly Ireland; Tim Jansen; Rachel Larkin; Katie Dant (for Seth Noble); Jen Kelly; Pippa McCullough; Pat Miedusiewski; Beth Schmidt; Trish Todd.

**On phone**- Ruth Maiorana for Jinlene Chan.

1. Welcome and Approval of minutes– Kathleen Rebbert-Franklin

Minutes from 5/23/17 approved without further correction

1. Final Review of draft revised Hotline Services Recommendations with incorporation of requests from Forensic Advisory Council meeting 6/15/17 and Listening Session 6/20/17.

Discussion took place on the comments and recommended actions related to additional feedback sessions. The requested additional recommendations were all discussed, and many were incorporated in to the final workgroup product, including: adding reference to all age groups (across the lifespan); recognizable branding for hotline and chat services; knowledge of statewide resources; data collection; police response; and access to peer support.

Discussion also took place on the concept of centralized services (one-stop shop). Kathy described the vision of MCH connection to a 24/7 site for assessment center and crisis beds.

Work group members aired concerns regarding variability of Emergency Departments to provide detoxification services, even when listed as a service component. Discussion on this topic led to an additional recommendation regarding development of a feedback loop between MCH, BHA, LAAs, MCF & DHMH Communications Office on where hospital detoxification is available.

1. Review of potential screening instruments (CAGE-AID, ASAM Immediate Need Profile).

There were no objections to including these tools in the “tool-kit” to be provided to MCH vendors, some concern expressed about the applicability of the use of the ASAM screening tool in a crisis call.

1. Next steps:

BHA to collect and package recommended screening tools; convene sub-committee to review data collection; prepare and post Final Report and associated materials.

1. Closing- Thanks to all for their valuable participation in this process!