

PATH Meeting

Minutes - 4/11/17

Location: Carilion Giles Community Hospital

Present:

Michelle Brauns, co-convener

Marsha Myers

Carissa South

Bill Flattery

Alicia Bales

Margo Walter

Andrae Hash

Holly Lesko

Margo Walter

Juli Dellorso

Chris Hurst

Kelsey Baugher

Tina Porterfield

Pam Ray

Malinda Britt

Ken Schor

Noelle Bissell

Beth O'Connor

Rhonda Seltz

Sophie Wenzel

Rebecca Marshall

Introductions: Michelle introduced herself and announced that Harvey Barker was out-of-town. She encouraged everyone to sign-in and add to the PATHways Sharing list.

Virginia Delegate Candidate for 12th House District: Chris Hurst introduced himself and gave a brief description of his background. He is originally from Philadelphia, went to school in Boston where he received his degree in Broadcast Journalism. After graduating, he spent the first year of his career in Wala Wala, Washington, then moved to WDBJ7 in Roanoke. He recently left his position with WDBJ to run as a Delegate for political office of the 12th district.

Campaigning has gone well. He's excited about his new opportunity to talk about issues he cares about and giving those who don't have a voice a chance to be heard. He understands that health care is a complicated issue. As such, he expressed interest in expanding access to those in poverty and living in rural areas and address the issues with the Medicaid system in Virginia. He expressed his passion for mental health awareness and about how he used his platform in the media to bring that awareness to the public by covering mental health stories. He is aware of the many issues in the area and wishes to be a strong health care advocate throughout his campaign.

Some questions that were addressed:

- *Medicaid is a very partisan issue, so what are your ideas on how to get the GA to talk more openly about Medicaid expansion?* Chris responded that there are 4,000 people who would be eligible for expansion, so not considering expansion would mean turning their backs on those people. In the House of Delegates, it is closer to a 50/50 split which could be beneficial in opening the kind of conversation needed to look at alternative solutions.
- *Virginia is a 'balanced budget state.' What are your thoughts on the matter as it relates to Medicaid?* Chris suggested creating a plan (Medicaid waiver) that meets the minimum criteria of the Affordable Care Act to those in need.
- *The opioid epidemic has touched our area significantly and has had a substantial socioeconomic impact. How would you address these issues in our community?* Chris acknowledged the epidemic and stated that he has researched the issue in detail. He is adamant that substance abuse is an illness; not a personal choice, and is something that needs to be treated, not criminalized. He believes Virginia

needs more options for addiction treatment centers, and a focus on distribution patterns of pain drugs needs to be closely monitored to prevent future addiction.

New Health Director for New River Health District: Dr. Noelle Bissell introduced herself as the New Health Director for the New River Health District. She is a native from Baltimore, but she, her husband, and their 4 kids moved to the area in 2003. Her husband is a surgeon at Carilion. She was a hospitalist for Carilion, head of Student Health Medical Director at Virginia Tech, and a private practice physician before being brought on at New River. She is passionate about making changes to childhood vaccination policies at the state level and sex education within public schools. She is fully aware of the opioid crisis in Virginia, especially within our district and understands the impact it has from a socioeconomic standpoint. She agrees that we need to address the crisis, but we also need to address the underlying issue of chronic pain.

She noted that the Health Department will be piloting a needle exchange program that will give users the opportunity to trade in used needles to discourage needle sharing, thus decreasing the spread of disease such as Hepatitis C, which is very prevalent throughout Southwest Virginia. She talked about the importance of better education on all aspects of population health, specifically in the public schools and universities. One of the ways she wants to encourage education is by utilizing the resources we have as an academic health department.

She's excited about her new role in the health department and looks forward to meeting and working alongside everyone in the future.

VA 211: Carissa South from SWVA Regional Outreach Specialist spoke about 211; a 24/7 dialing code used to connect people in the community to specialist who can offer information and referrals to health and human services. It is a state program and is in the Code of Virginia. They are funded through the Department of Social Services and is managed at the Counsel of Community Services in Roanoke, which is where their physical call center is located. The system is driven geographically to offer the best information dependent on the location of the caller.

Carissa explained a typical conversation with 211: call is answered by a live operator in 8-10 seconds (on average), and the caller gives his/her location and their need category. The specialist is then able to offer at least 3 referrals for each need that is identified and keeps track of what referrals were made to avoid possible repeat referrals. Since many callers typically have more than one issue at a time, the 211 specialists ensure every resource is communicated to the caller by determining solutions for any other problem the caller may have. She gave an example: a caller may need information about a food pantry in their area, but as the conversation progresses, the specialist determines that the caller is a senior who has spent all their money for the month on medications, in which case the specialist can offer assistance to the appropriate programs.

Callers are not required to give names; instead they are identified by their phone number. The system uses caller id in order to catalog demographic information such as age range, households with children, seniors, veterans, disabled persons, where they're located, what their main need category is, etc. The 211 system can use this information

to generate reporting on all metrics, which can help identify needs within a specific area (no fees associated with inquiring on reports or registering services in their system).

211 can also be used in emergency situations. They are in partnership with the DOC as their support call contact center for emergencies such as shelter locations, emergency routes, water distribution, mass casualty, etc., to keep 911 lines open for true emergency situations. They have 15-20 specialists working, and during an emergency, they can staff 250 within a half hour. Their system can accommodate 1,000 lines if necessary.

Questions that were addressed:

- *Turnaround time for obtaining a metrics report?* 24-48 hours (business days)
- *Is 211 under threat for funding cuts with possible changes in government?*
Carissa has not heard of a threat on the federal level. The only potential threat would be funding cuts to the Council of Community Services at the federal level. If that were to happen, then 211 would go out to bid where large corporate businesses have the opportunity to take over. The 211 system is present in every state, but operated differently from state to state.
- *Who staffs the call center? Volunteers? Are they trained?* 211 is part of a national accrediting body, so their staff is trained rigorously (including crisis management and de-escalation) before they start taking calls independently.

Mental Health Justice Ministry: Margo Walter handed out flyers with information on multiple programs the Mental Health Justice Ministry offers.

- Family-to-Family (a 12 week course): offers strategies and coping skills to family members of individuals suffering from mental illnesses.
- Two Support Groups: one for persons living with mental illness and one for friends or families.
- Mental Health First Aid Workshop (May 20): free workshop that teaches participants how to help someone who is developing a mental health problem or experiencing a mental health crises. It also helps attendees identify, understand and respond to signs of substance use disorders.
- Touched With Fire (May 27 at the Lyric Theater): a film that offers a holistic portrayal of mental health and provides audiences with an inside look into one of the nation's most talked about but least understood mental health conditions. A discussion will follow the movie.

She also mentioned that NAMY is working very hard on bringing an affiliate to the NRV.

Workgroup updates:

Healthy Citizens New River Valley: Pam Ray shared information on Healthy Citizens NRV. Floyd had its first wellness/health fair which was a success. She talked about the SCRIPT program: smoking cessation in pregnant women program (available through NRVCs) which helps reduce smoking or quitting in pregnancy, preventing babies born addicted to nicotine. So far, there are 7 women enrolled. She also attended the VA Foundation for Healthy Youth Weight of the State conference where she and Sophie Wetzel presented on the success of the programs in our area. Mrs. McAuliffe was a guest speaker the conferences and spoke about increasing food for children in schools with the Stop Hunger program, (Breakfast After the Bell and summer feeding programs). Both Pam and Beth encouraged everyone to attend next year's Population

Health conference. As a follow up on the VFHY grant, Pam spoke about college students from California coming out to Pulaski to help with the garden (located at the YMCA).

Pam attended the 1.5 day Population Health summit, looking at defining population health, data usage, dashboard availability, and the state's opioid issue.

Advocacy: Rhonda Seltz reported that she is in the process of writing an op ed on behalf of PATH to send to the media and encouraged members to provide input on what we would like to be included. Rhonda also asked members to communicate specific advocacy issues she could pursue and work to promote accordingly.

PATHways Sharing:

Rhonda announced that she brought brochures about FAMIS with the 2017 guidelines and encouraged people to take one and learn about what they are working on.

Malinda Britt spoke about education programs in Radford and Christiansburg:

- Teen Connections: They are offering a program specifically in Radford which will be a 5-week program, Wednesdays from 5.30-8. Students who complete the program will receive \$100. Contact Malinda or Rebecca Marshall for applications.
- Parent program: Offered in Christiansburg, geared to parents of preteens (anyone is welcome). It's a support group on how to have conversation with children about sex. A monetary bonus is offered for completion.

A Planned Parenthood lecture at Virginia Tech in Owen's dining hall is 4/27 from 7-9pm.

Michelle Brauns announced the opening of the Dublin office of the Community Health Center. They offer family care, mental health services, and a women's health program. Dental health will not be offered due to lack of space, but they are hopeful to offer such services next year. They will be having a ribbon cutting on May 25.

Beth O'Connor announced United Health Care is having a listening session in Blacksburg on Monday, April 14 from 10am-12pm. If anyone is interested, contact Beth.

Rhonda Seltz announced that Massey Whorley, Senior Policy Advisor for Governor McAuliffe, will be speaking to PATH during the July meeting.

Pam Ray announced that the Sip Smarter program is coming to a close, but that they are still recruiting people. It's a great program showing positive results including behavior changes.

Holly Lesko noted the New River/Mount Rogers Business Solution Unit group is hosting a group to talk about the area workforce April 26, 1:30. Email Holly for more information.

Juli Dellorso also wanted to share that if anyone is interested in a pinwheel garden to help raise awareness for Prevent Child Abuse, to contact her at juli@nrvcare.org.

The Next PATH meeting is July 11 at LewisGale Hospital Pulaski in the Educ. Bldg.