



Portland Local Council Meeting Agenda & Minutes

Tuesday, July 5th, 2022 at 3:30 PM

To join by video, click link: <https://us02web.zoom.us/j/8938611710> To join by phone only (no computer needed), dial: 1-929-205-6099 Enter Meeting ID# when prompted: 893 861 1710 No password needed!

Welcome:

Introductions:

1. **Attendance:**

Review Meeting Guidelines:

Establish Quorum:

2. **Review & Adopt Meeting Agenda**

3. **SCC Board of Directors Report – SCC meeting was 6/24/2022 Karen will update during 7/5/2022’s Local Council Meeting .**

Ongoing Business:

- 4. a) Outreach Update & Needed Actions - **Linda**
- b) Issue Statement Updates & Needed Work - **Linda**
- c) Updates & Announcements - **Karen**
- d) Brain Storming Session – **Group Discussion**
- e) Transportation Issue - **Updated Concept Draft 6/8/22– screen share**

Future Agenda Items:

Outreach

Current Local issues and progress with in the community.

Meeting Reflection

1) What went well?

Great conversation was observed around transportation and housing for the Portland Local Area . A peer talked about a housing idea , with a cruise ship that was presented to the Portland Community at one time. Discussion around a Micro Rail Project that , is in planning stages as well . The Peer who is working on this project has provided the Local Council with information on this topic. Discussion around Taxi services , showing up late and not getting peers to work on time , or to their appointments was discussed as well .

2) What could be improved upon?

Getting additional peers to attend .



CCSM Issues Committee
First Draft: MaineCare Transportation Brokers 6/8/22

The Issue:

Over the many years that the CCSM has been gathering feedback on issues, MaineCare's transportation system has been routinely brought to our attention. We are working on several issue statements that will address very specific topics in relation to transportation. This issue statement specifically addresses the issues we hear that are connected to the sub-contracted providers that do the actual transportation ride provision. This is not specific to one provider, but we hear this all over the State. The issues we are hearing routinely but not limited to the following:

- No show of transportation provider for both pick up at the home and at the appointment to return home.
- Late pick up and drop offs on both rides
- Lack of communication about changes to rides
- Lack of education around how to navigate the complaint process

Recommendations:

1. Modivcare's website should have a button at the top of their page that goes directly to a simple complaint process and forms. It should be uniform with a centralized place not with the subcontractor.
 2. Modivcare needs to have a complaints report that can be easily seen on their website. Data needs to be transparent for all to see.
 3. Modivcare should have an advisory council that is made up primarily of service users to advise on systems related issues and meet at least 4 times a year.
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4. DHHS ultimately is responsible as the payer of this multi-million dollar contract. They need to be responsible for the contract and really know what is happening on the ground for service users. We can not solely rely on sub-contractors to report situations that routinely are going on and need to be addressed.
5. There needs to be an overhaul of the rules around no shows. For example, a driver could put someone down as a no show. The person could be penalized and it wouldn't necessarily be the service user's fault. Policies need to be sent to service users around the expectations when they start services so they know the policies and rules. People should know how to access their due process rights. This should be sent out yearly to remind the individual of the policies and procedures.
6. Disability Rights Maine should have a role in supporting the investigation of complaints by service users and assist in the complaint process.
7. Communication is very important between drivers and service users. A phone app would also help knowing where drivers are or if there are issues. If no smart phone is available they need to use whatever communication system the service user is able to use.
8. Transportation providers should have sensitivity training given by service users. The service users should develop said training and be given support to develop a curriculum to be used. Refreshers should happen yearly.

Expected outcomes

People should be able to depend on the rides needed to get to important MaineCare services. The system that Maine contracts with should be easy and simple for people to access and use. When issues arise there should be an easy and simple way to file complaints and seek resolution to their issues. There needs to be a way to inform people of the policies and procedures and the processes in place for complaints to be resolved.



Consumer Council System of Maine
A Voice for Consumers of Mental Health Services

To submit feedback, ideas or a personal story relating to this issue statement, please send to the CCSM either by mail at: 219 Capitol St. Suite 7 Augusta, ME 04330 or email at vmccarty@maineccsm.org

DEADLINE TO RESPOND July 11th, 2022

Thank you.



CCSM Issues Committee Final Draft
Too few mobile crisis providers in Maine 06/08/2022

Currently in Maine, we have only 87 full time crisis workers to handle 24/7 situations across the entire State of Maine. For reference for 24/7 statewide law enforcement response, there are 2,500 officers. While Department of Health and Human Services (DHHS) realizes changes need to happen, they are currently going through a process to reform the crisis system. Until that reform happens, we need an immediate short-term plan to increase the number of competent crisis workers to handle the mental health crises across the State. Otherwise, law enforcement officers will continue to be the primary crisis responders for the State of Maine.

Recommendations:

1. **First Responder Model:** This term describes the staffing levels needed to adequately respond to a mobile crisis intervention. Currently DHHS uses a fee for service model which means providers do not have the funds to implement the recommended model.
 2. **Co-responders with law enforcement:** This embeds social workers on law enforcement teams to respond to calls together when mental health expertise is needed.
 3. **Peer Support on mobile crisis teams:** Having peer support specialists that respond to crisis interventions with a clinician.
 4. **Mental health education for all first responders:** All first responders ought to have a robust mental health education to better assist individuals when they respond.
 5. **Increase the number of officers trained in Crisis Intervention Training (CIT):** Some law enforcement departments choose to train all their officers, and others train very few. We would like to see a larger percentage of trained personnel in Maine.
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6. Have service users be trained to provide training to drivers on a yearly basis to understand the challenges and needs of those that use the service so customer service could be improved.

Expected Outcome:

We would like to see the most appropriate responses to people in crisis situations across the State. We want both officers and people in need to experience less trauma when they have interactions in crisis situations. People usually respond positively to being served by the most appropriate responders. We highly recommend that peer support and social workers lead the way in responding to Mainers during a crisis. When individuals are treated appropriately in a crisis, they are much more likely to reach out for support in the future if/when needed.

Here are some articles on law enforcement and social workers working together:

1. <https://www.theguardian.com/us-news/2020/sep/19/alexandria-kentucky-police-social-workers>
2. <https://rethinkcriminaljustice.com/mental-health-karena/>
3. <https://justsolutions.medium.com/everyone-benefits-when-police-departments-hire-social-workers-34d536f8802a>

Here are some articles on social workers and law enforcement officers: an exploration of this relationship:

1. <https://scholarworks.calstate.edu/downloads/3484zi02f>

Opinion: Three reasons to thoughtfully embed social workers into police departments

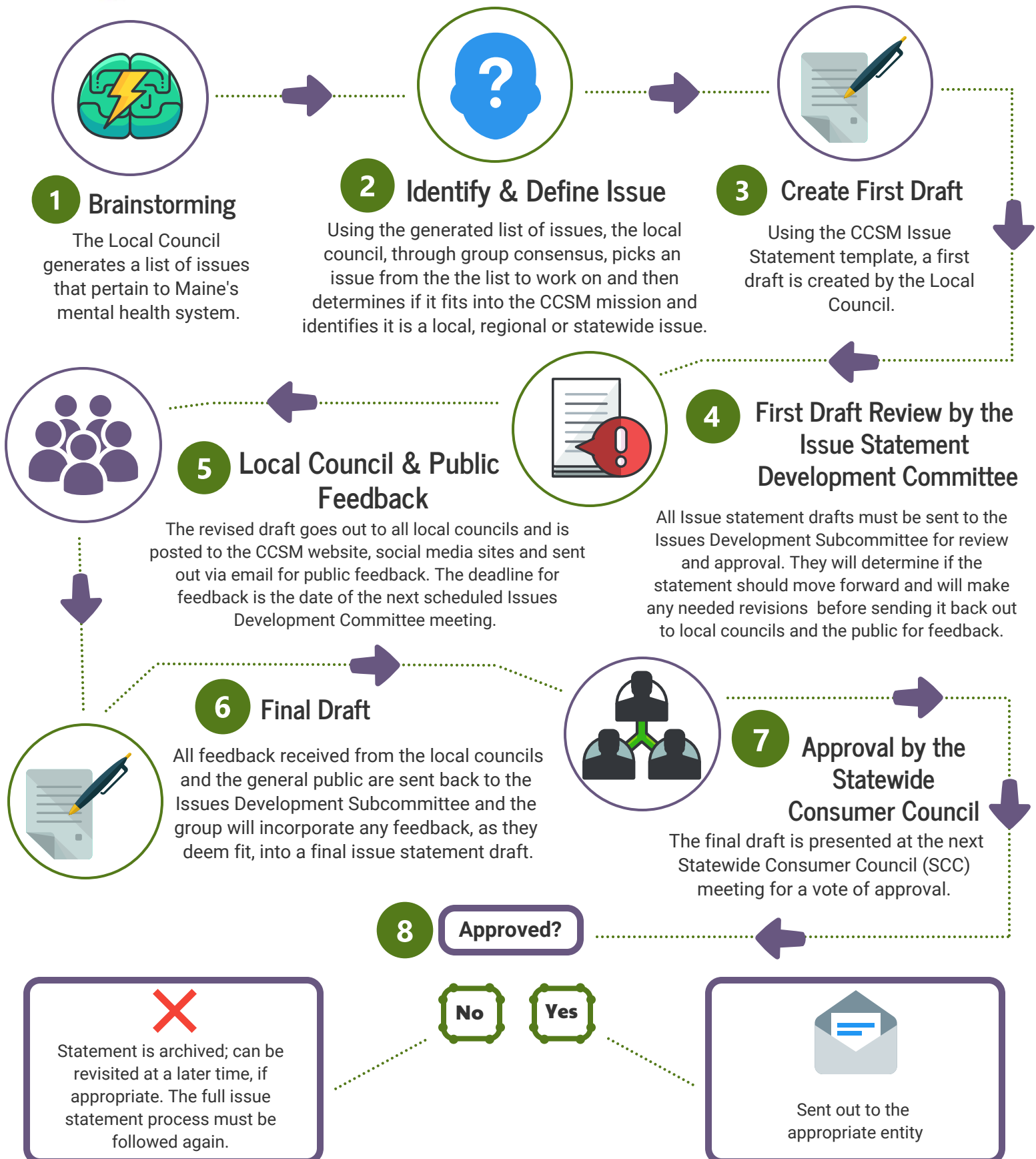
1. <https://www.courier-journal.com/story/opinion/2020/09/25/importance-social-workers-law-enforcement/3504784001/>



Consumer Council System of Maine

A Voice for Consumers of Mental Health Services

Issue Statement Process: Starting from a Local Council

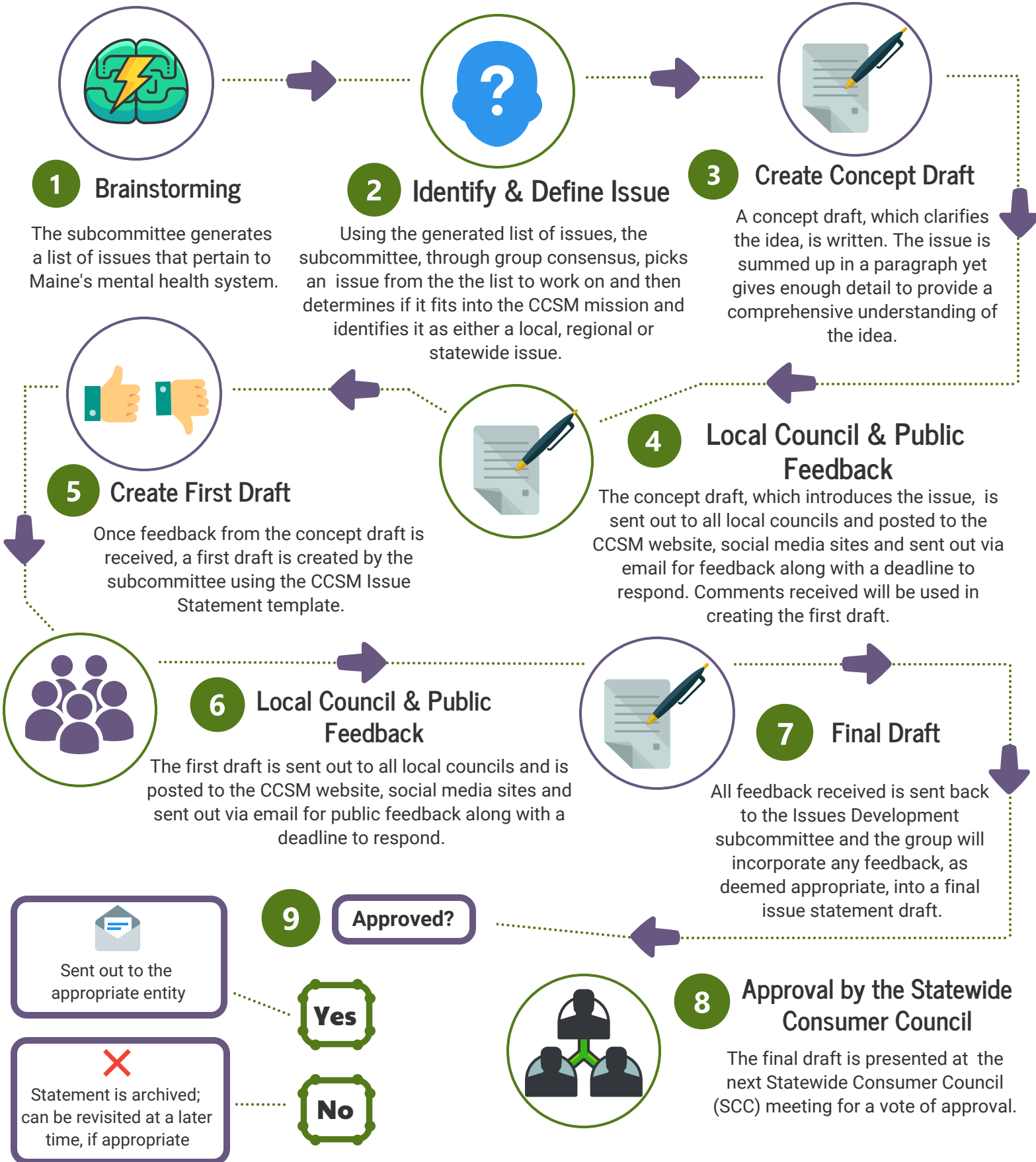




Consumer Council System of Maine

A Voice for Consumers of Mental Health Services

Issue Statement Process: Starting from the Issue Development Subcommittee





Meeting Guidelines



SHOW UP ON TIME & COME PREPARED

- Arrive before meeting starts
- Read all materials prior to the meeting and come prepared with questions
- Be present & actively engaged



LET EVERYONE PARTICIPATE

- Share time so that each person gets their say
- Be brief & concise



LISTEN WITH AN OPEN MIND

- Value the input of others
- Stay open to new ideas
- Listen attentively to others with no interrupting



THINK BEFORE SPEAKING

- Seek to understand through listening then ask questions



STAY ON TIME & ON TOPIC

- Start & Stop meetings on time
- Follow agenda & times allotted for each item
- Keep questions & comments to topics currently being discussed



CHALLENGE IDEAS, NOT THE PERSON

- Honest & constructive discussions are necessary to get the best results



BE RESPECTFUL

- One person speaks at a time
- No cross talk (talking while others are talking)
- Wait to be recognized by the chairperson before speaking
- Minimize distractions during meeting