

SafeUT Commission Meeting – Minutes

August 21, 2020, 11:30 AM – 12:07 PM

Virtual Meeting held over Zoom

Commission Members:

Ric Cantrell *Commission Chair, Utah Attorney General's Office*

Christy Walker, *Utah Public Education System*

Spencer Jenkins, *Utah System of Higher Education*

Craig Walters, *Utah Department of Human Services*

Rep. Steven Eliason, *Utah State House of Representatives*

Sen. Daniel Thatcher, *Utah State Senate*

Rachel Lucynski, *University Neuropsychiatric Institute*

Ken Wallentine, *Law Enforcement & Emergency Response*

Amy Mikkelsen, *Utah Department of Health*

Barbara Stallone, *Representative of the Public*

Missy Larsen, *Representative of the Public*

Phil Wirkus, *Staff to the Commission*

Commission Members in Attendance: Ric Cantrell, Christy Walker, Sen. Daniel Thatcher, Rep. Steve Eliason, Ken Wallentine, Amy Mikkelsen, Phil Wirkus (AG Staff)

Commission Members Absent: Spencer Jenkins, Craig Waters, Rachel Lucynski, Barbara Stallone, Missy Larsen

Others: Marnie Saunders, Quinn Heap, Scott Langenecker, Denia-Marie Ollerton, Dave Elredge.

I. Welcome/Approval of Minutes

Meeting called to order by Ric Cantrell. Minutes for Feb and June sent to commission members for approval, however, no quorum as yet has been reached to approve. May and July also still need to be approved also.

II. SafeUT and USBE

Christy Walker: We have been working with Ashley Pistello to create a SuperUser grant opportunity for any LEA that wants to apply. We have \$450,000 pool to award to any LEA to identify a SuperUser. The SuperUser is someone who champions the use of SafeUT within their school setting. They work directly with school, staff and their community to promote mental wellness as well as the Student School Safety Advisory Committee.

There are a couple of new initiatives as part of this application that is very exciting. It's an interesting year to introduce a new idea to LEA as they are figuring out how to do school. It will be very interesting to see how well it does this year and we hope to continue the program next year. It's been met with good responses. Funding does not go direct to SuperUsers as part of the stipend. We have given the option for

LEA's to apply for additional funds for mental wellness curriculum. So, it needs to be an evidence-based curriculum to be used as part of the program. This is going to tie some pieces together in terms of overall school safety and looking at climate and emotional wellness and how safety is created in a school setting.

Denia-Maria Ollerton: Shout out to the hard work done on conversation starters, especially in COVID times.

Dave Elredge: School safety pilot program: We will be selecting four schools that will be part of this pilot. It's a 3-year program where they will receive \$37,500 annually. We are asking schools to have implemented or have been trained on the CSTAG model, which is the Comprehensive School Threat Assessment Guideline, approved by the state school board as the model policy for school threat assessment. They are also being asked to have pretty good data on disciplinary action measures and we are also looking at strong relationships or a good relationship with law enforcement and mental health agencies. We are looking at schools across the state, both rural and urban schools, and making sure we select the schools that would be best presented by the state.

Denia-Maria Ollerton: We are so impressed by the School Safety Center.

Questions: I have a comment. We have already shared that resource with a few people. Kristy Blankman from Davis, asked was there anything we wanted to include in their September newsletter, and we passed that along and she was thrilled. We met with parents last night and shared that resource with them also. It's amazing, thank you.

III. Operations

Denia-Marie Ollerton: We recently had a training event, for not only SafeUT clinicians, but also for crisis workers, peer support staff and mobile outreach team folks on motivational interviewing. Motivational Interviewing is a really cool tool to use in therapy, but we are also able to use it in crisis intervention here at the department. If you can think about people that we label as really difficult, really challenging or help resistant, folks that say no to every single suggestion we give, we often call them teenagers, we use motivational interviewing to illicit change talk. The concept behind this technique is, instead of giving advice and telling someone what they need to do and why they need to do it, we use language and conversation that actually gets them to hear themselves talk about change. Research and experience show that when people hear themselves talk about changing, they are more likely to change. We have been fortunate to get this training and I will continue to provide training like this on an ongoing basis. We are seeing increased use and more satisfaction anecdotally when we use these sorts of techniques. We are very happy about that and excited to get ongoing training for our clinicians.

For those of you who receive our monthly data report, we have been working with our data analysis to streamline that process and to make sure there is high data integrity. You will see a change in those reports. The format will be different, it will be a lot more straightforward and simpler. We have already tried out different formats recently. You'll see these in your inbox in the next month or so? We are open to feedback.

We have set a date for the FrontLine work group, September 10, 2020. For those of you who are part of that workgroup, you should have received an invite from Kat Smith in your inbox. If not, let me know. We are looking forward to starting that workgroup and getting the conversation going for SafeUT FrontLine.

IV. Research

Scott Langenecker: We have IRB approval and we are now going to start clearing the major stakeholders in this process to see what we are doing great at, where we need to grow and obtaining benchmarks of SafeUT utility. We are all excited about this.

Question: Rep. Steve Eliason Can you give as synopsis of metrics or key data you will be looking at?

Answer: Scott Langenecker

Four key outcomes in surveys:

1. Stigma
2. School Culture/Climate around mental health
3. Barriers to access treatments
4. What does a SafeUT interaction lead to?
 - a) Increased healthcare utilization
 - b) Decreased healthcare utilization
 - c) Adverse outcomes
 - d) Good outcomes

We are also asking the same sorts of questions of admin or guidance counselors but from the perspective of adults who are overseeing or rolling out these pieces. We are looking at whether or not there is a culture change in how mental health is viewed in a school and how people access.

The third group of surveys are through the office of the medical examiner. We are asking parents who have lost a child in the last two to five years to ask the hard questions. What gaps are there in service utilization? How might SafeUT or other programs bridge that gap going forward?

Question: Rep. Steve Eliason We will be looking at it from school level utilization or suicide rates or changes in sharp survey data. Will we be looking at utilization by vendor? Or anything similar?

Answer: Scott Langenecker That is a different workgroup within our group that may have been talked about last time. Where we talked about geocoding based upon when SafeUT was rolled out. Are there time sensitive changes in some of these features and we can integrate surveys with that geolocation data and utilization data as well. This is more market customer satisfaction pieces and the other arm that you are talking about is more about fitting all the pieces together to see where our success and our challenges lay.

V. IT Updates

Quinn Heap: We just finished a profile search feature. This allows clinicians to group encounters by a profile and keep notes, for instance, if a person texts in a lot.

We are working on the satisfaction survey implantation so clinicians can send survey questions the from UNI dashboard directly down to the app, get an answer back and save it in the database. Right now, it's a manual thing that happens. We are making good process on it.

We are making updates on the school portal. We were getting a lot of questions from administrators who were confused about that. We have cleaned that up and resent out. We are hoping we don't get as many calls or confusion from the administrators on that.

On the school portal there was an issue to set contact priority, so if people went on vacation, they could change who the contact was. We have that fixed and released as well.

Question: Rep. Steve Eliason How long is our list of outstanding items to work on?

Answer: Quinn Heap I think it's about 25 and continues to grow.

VI. Marketing and Outreach

Marnie Saunders: SafeUT hosted a SafeUT Summer Roundtable. This was for educators and anyone working in K-12 schools. It was a success. We wanted to emphasis the app is not just for students, but the educators can use it as a resource.

We are getting used to virtual outreach. We've done a lot of that recently. We also have a USHE Student Advisory Board that we are going to use for focus groups. It is a campus safety board made up of student body officers, mostly Presidents and VP's from all the state funded Universities including BYU and Westminster. They meet once per month and discuss mental health and safety issues. We are excited to be able to utilize them as a safety group for SafeUT as well.

September Social Media Campaign: September is suicide awareness month and Will has designed a social media campaign that will include three posts per week on SafeUT's Twitter, Instagram and Facebook pages.

We strategized goals for the fall. Ashley and I have set a goal to visit all 41 school districts by the end of the year and pass out SafeUT swag, including rural areas.

VII. SafeUT in the Community

Marnie Saunders: We have developed a partnership with Utah Education Association recently. They've asked us to create a webinar for educators as a professional development opportunity. We created a webinar for them, the basics of SafeUT and self-care for staff and students.

Will plans to visit all the Universities and Higher Education as well.

July Data:

38 life saving interventions initiated (active rescues)

i.e. Clinicians made direct contact with either schools, law enforcement or EMS.

Suicide Tip – 51 Total, 43 were sent to schools and 8 had direct contact initiated.

Questions: Scott Langenecker

Marnie is there any way when we do ‘break the glass’ type rescue in the aftermath to get permission from the parent to recontact the student. I would like at some time the opportunity to do a deep dive on the research end to see if we can improve our flow or figure out from the successes where we might bridge some other gaps.

Answer: Marnie Saunders I love that; I’m going to have Denia comment on that from a clinician’s point of view.

Denia-Maria Ollerton: Yes, Scott. I think that is a really great thought and I think we might just kick it around more in our operations meeting. I’ll put that on the agenda.

VIII. Legislative Update

Rep. Steve Eliason: During the last Special Session, there were not cuts made to SafeUT. Funding is still in place. We kept funding for HB32, that had funding for SafeUT FrontLine.

Sen. Daniel Thatcher: Our budget numbers are looking better than anticipated. There is not much risk at all that we would lose funding or support.

Constituent Observation from Sen. Thatcher: There is stress and anxiety amongst non-classified school employees, i.e. bus drivers, janitors, lunch attendees, support staff. He specifically asked if they could have something like SafeUT for staff. I explained they could use SafeUT. He had never thought that they as staff could use it. I then asked every teacher I knew and not one of them thought they could use SafeUT. One of the things I would like a thumbs up from this committee on, is to start working on an outreach/education program such as a presentation to the superintendents’ association. During UEA we could send something out and make it 100% clear that SafeUT is to support people that need it. We need to do an affirmative outreach to our educators or staff in stressful situations, having to work in schools.

Discussion/Thoughts:

Marnie Saunders: I love the idea. We are trying to reach out more and send that message. We did a roundtable to staff which was very successful because they like you said they don’t know it’s a resource to them. We need to do a better job at letting them know it’s a resource for them too. We also did a presentation to parents and that it’s a great resource for parents also. We can look at that and plan something. There is a huge need and a lot of anxiety.

Denia-Maria Ollerton: This is something that I would like to involve Rachel and Julianna in the conversation next week when they are available and get some quick turnaround on this.

Ric Cantrell: Sounds good, report back next month. I'll put on agenda.

Scott Langenecker: Should we add that these are licensed clinicians that are trained to address issues, outside of school age mental health issues. Remind people that although SafeUT are focused on kids in the educational system these are trained professionals that can help adults too.

Sen. Danial Thatcher:

1. Free to use
2. Confidential
3. Qualified

Christy Walker: Part of the concerns from a district perspective were there were concerns about overloading or SafeUT not having the capacity to meet the needs of the community as a whole. If we do message it, we should let people know, especially those promoting it that we are prepared to handle the volume and that we won't overload the system.

Denia-Maria Ollerton: Another great thought, thanks Christy. This is another scenario to loop Rachel in and get her thoughts.

Ric Cantrell: Report in September meeting will be just fine.

Sen. Daniel Thatcher: Oh, Absolutely and let me be clear that I'm not saying that every single person in the state of Utah should start using it immediately. Obviously, I've been clear in that is where I want us to end up, but it has to be careful, measured, step by step. If we are in a position that we cannot immediately start advertising to every teacher, then maybe we communicate this is for high stress situations. When we can we roll it out, maybe we go district by district.

IX. Other Items

Curious if we have an ETA on the launch of FrontLine?

Denia-Maria Ollerton: As far as the IT piece and launch we will have to divert to Rachel for when she gets back. Quinn could speak to the IT piece.

Quinn Heap: It remains our highest priority, we've done as much as we can on the app side of things until we obtain the full requirements. I don't think IT will be much of a holdup. The IT piece looks really good.

Ric Cantrell: We'll keep on the agenda for September too. We'll move forward with 11:30am meetings and will try and keep within 1.5hrs. We'll block out two hours just in case.

Meeting Adjourned.

Minutes prepared by Rebecca Lee 11/5/2020 for Phil Wirkus

Minutes approved by Commission November 20, 2020