

7:00

p.m.

Call to Order & Welcome

Meeting Protocols

Introduction

Aquilla Ridgell

Chair

Objective:

Welcome

Review of protocols for online
meeting

Guest introduction

7:10

p.m.

Mid County Directors Report Luisa Cardona

MCRSO Director

Objective: Update on the Mid
County Regional Area

7:15

p.m.

County Council Report(s) TBD Objective: Updates

7:25

p.m.

Gilchrist Immigrant Resource
Center

Julien Labiche

Manager

Gilchrist Immigrant Resource
Center

Objective: To learn about services
offered by Gilchrist Immigrant

Resource Center

Montgomery County, MD GOV
Gilchrist Immigrant Resource Center

COVID-19 Updates
Vaccine and Booster Information

Talking: Julien Labiche, Montgo...

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Immigration Legal Services

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How to Search for Legal Services

To find nonprofit organizations that handle a specific kind of case, type the kind of case into the FIND box below. Common types of cases include: **asylum**, **citizenship***, **DACA**, **domestic violence**, **family petition**, **green card**, **human trafficking (T visa)**, **detention**, **TPS**, **crime victim (U Visa)**, **unaccompanied minor**. If you do not know the type of case, or have a specific question you want answered, type "**Consultation***" into the FIND box below. (At the consultation, you can get answers to your questions, but the attorney will not necessarily represent you in your case.) To learn how to find a private immigration attorney, and for other search tools, click [here](#).

* For additional information on Citizenship resources, visit our dedicated [Citizenship](#) page.

How to See if You Have a Path for Legalizing Your Status if You Are Undocumented

If you know the type of case you want to apply for, enter it into the FIND box below. If you don't know what type of case you might qualify for, type "**Consultation***" into the FIND box. You can also use the online immigration screening tool at: [imm.org](#) (**English**) | (**Espanol**). (This tool will provide general information on possible options. It is not the same as getting an opinion from an attorney about your specific case.)

Find

Unmute Stop Video Participants 23 Chat Share Screen Record Show Captions Reactions Apps Leave

Montgomery County, MD GOV
Gilchrist Immigrant Resource Center

COVID-19 Updates
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Talking: Julien Labiche, Montgo...

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Drop-In Conversation Classes

Online and In Person (No Registration Required)

Would you like to receive notifications about our Conversation Classes? [CLICK HERE](#).

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IMPORTANT INFORMATION

- Space is limited – please come on time.
- No registration required!
- To join, click on the link below (for online classes), or come to class (for in-person classes) when the class begins.
- Classes meet every week. Come as often as you like.

Mondays

ONLINE:

- 1:30 pm - 3:00 pm: <https://us02web.zoom.us/j/84384637054>.
- 6:00 pm - 7:30 pm: <https://us06web.zoom.us/j/88057666930>.

Tuesdays

ONLINE:

- 1:30 pm - 3:00 pm: <https://us06web.zoom.us/j/85934190908>.

Additional Information

Learn How to Use Zoom for Online Classes
[Watch Video Tutorial](#) | [Written Instructions](#)

Class Brochure
[View English Conversation Brochure](#)

7:35 PM
1/19/2023

Phil – how many students do you get in your classes?

J – we have about 20 students per class to avoid being overwhelming

Phil – if you had unlimited resources how large would that scale?

J – we'd want to offer more classes with more resources. Our conversation classes are very good for idioms and conversational slang

Arquilla – do you ever charge fees for using the resources?

J – no, the only exception is the computer class. As they're planning to reopen they're deciding whether they'd reinstate that fee.

Arquilla – where is your funding mostly?

J – we are county agency, even though the staff mindset is a non-profit. So we're funded from the county.

Arquilla – are any other languages taught?

J – we have two computer classes taught in Spanish, 2 citizenship languages in Vietnamese. Have had a class to teach Spanish to Spanish speakers, such as for people who may not have completed an education in Spanish.

Luisa – this is something where if MCCAB supports their services we could throw support towards it. This is something to take into account for the budget letter.

J – the Gilchrist center is a very small team, staff in all 3 sites, in east county, only have part time program associate there and a part time program manager, which doesn't begin to cover the needs in this area. Looking to have a bigger impact in east county for sure.

Tameka – what kind of crises does your team deal with and are they in specific areas around your facilities or in the community?

J – we do not have a mobile crisis team. We are not direct service providers or mental health professionals. We can make referrals or request agencies to a site.

Gilchrist Immigrant Resource Center

Contact info: Julien Labiche

Julien.labiche@montgomerycountymd.gov

8:05

p.m.

Crisis, Intake and Trauma

Services, HHS

Santiago, Rolando

Chief, Behavioral Health and

Crisis Services

HHS

Objective: To learn about services

offered by the Crisis Services team

Dorne Hill
And
Beth Tabachnick

The image is a screenshot of a Zoom meeting. At the top, a green status bar reads "You are viewing Rolando Santiago's screen" and a "View Options" dropdown is visible. The main content is a presentation slide with the following text:

Behavioral Health and Crisis Response Services in Montgomery County: An Overview

Rolando L. Santiago, PhD, Chief
Dorné Hill, Senior Administrator, Crisis, Intake, and Trauma Services
Beth Tabachnick, Manager, Crisis Center
Behavioral Health and Crisis Services
Department of Health and Human Services

Presentation given at the meeting of the Community Advisory Board of the Mid-County Region

From Arquilla Ridgell to Everyone
Thank you, Julien!

At the bottom of the slide, there is a "Talking" button. The Zoom interface at the bottom includes a toolbar with icons for Mute, Stop Video, Participants (23), Chat, Share Screen, Record, Show Captions, Reactions, Apps, and a red "Leave" button.

You are viewing Rolando Santiago's screen View Options

Mission

Talking: Rolando Santiago

The mission of Behavioral Health and Crisis Services (BHCS) is to promote the behavioral health and wellbeing of Montgomery County residents.

- BHCS works to promote mental wellness, prevent substance abuse and suicide, and to ensure access to a comprehensive treatment and recovery system of effective services and support for children, youth and families, adults, and seniors in crisis or with behavioral health needs.
- BHCS is committed to ensuring culturally and linguistically competent care and the use of evidence-based or best practices along a continuum of care.
- BHCS works with the State's Behavioral Health Administration, HHS service areas, County agencies, and the community to provide strength-based and integrated services to persons in need.

Unmute My Audio (Alt+A). Or you can simply press and hold the space bar to temporarily unmute.

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Strategic Priorities for 2023

Talking: Dorné Hill, Senior Admi...

- Build the Crisis Now model to divert and deflect persons in crisis from emergency rooms and jails.
- Increase ability to provide telehealth services.
- Reduce harm from a public behavioral health perspective, including reducing suicides, drug overdoses, and violence towards self and others.
- Increase behavioral health equity.
- Participate in interdisciplinary initiatives, as defined through the priorities or strategic plans of the Department of Health and Human Services and our advisory committees.

The BHCS Team and Programs

Talking: Dorné Hill, Senior Admi...

DORNE HILL – CRISIS, INTAKE AND TRAUMA SERVICES, ADMINISTRATOR

DAVID HILL
- TRANSITIONAL BEHAVIORAL HEALTH
- ACCESS TO BEHAVIORAL HEALTH

BETH TABACHNICK
- CRISIS INTERVENTION

JULIET AL-HAKIM
- RESIDENTIAL CRISIS STABILIZATION

Provided services to those who are un/underinsured, as a mental health stopgap service

Residential crisis is a diversion from in facility services

The BHCS Team and Programs

Talking: Dorné Hill, Senior Admi...

LARRY STEWART – TREATMENT SERVICES, ADMINISTRATOR (ACTING)

VIVIANA AZAR & CLAUDIA CAMARGO
ADULT BEHAVIORAL HEALTH

VIVIANA AZAR & KAREN CRIST
CHILD & ADOLESCENT BEHAVIORAL HEALTH

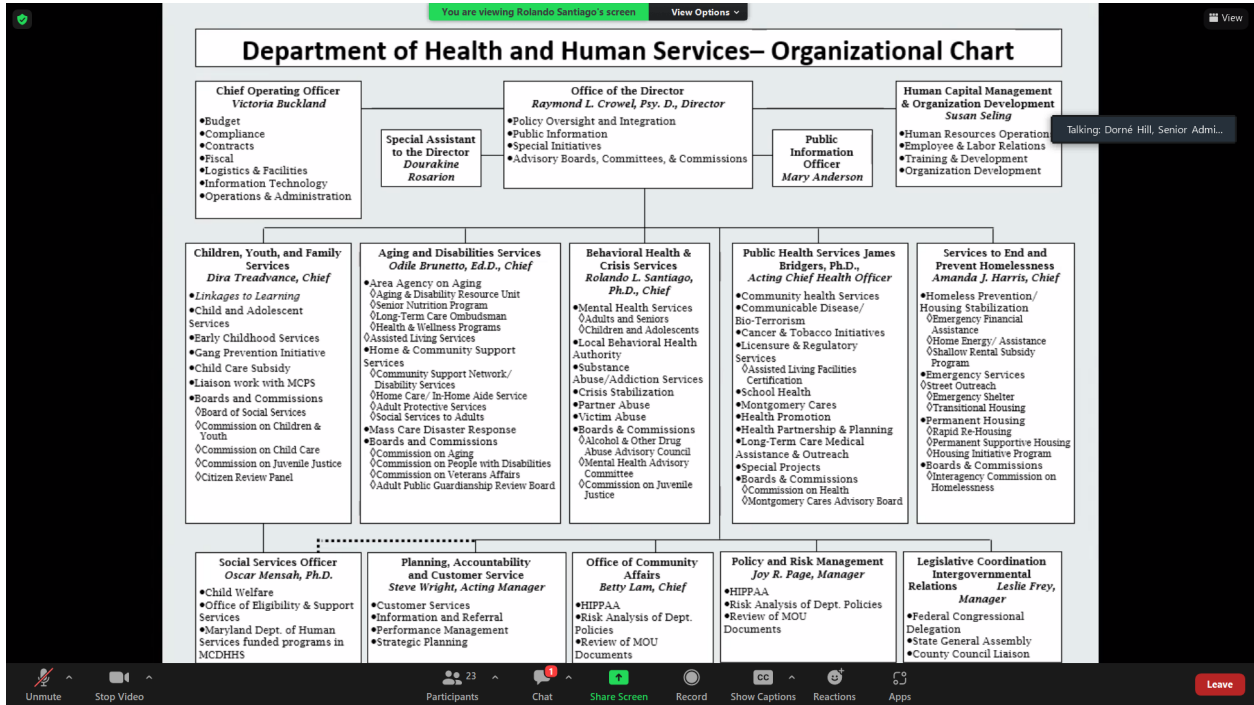
MONIR KHANJANI & SANTA CLARA ARTHUR
JAIL ADDICTION SERVICES

LARRY STEWART & REGINALD BRIGGS
- INTENSIVE OUTPATIENT PROGRAM
- OUTPATIENT PROGRAM

Leave

Unmute Stop Video Participants 23 Chat Share Screen Record Show Captions Reactions Apps

Adult behavioral health – long term psych med management and therapy
 Child & adol – serve clients that are state insured
 Jail addition
 IOP – for people currently incarcerated
 OP



Who We Serve

- 1.06 Million County Residents
- All ages – Children, Adults, Seniors
- Multicultural - 41% NH White; 20% Hispanic; 20% NH Black; 16% Asian
- Multilingual – 42% County residents ages 5 and over speak a non-English Language in the home.
- Medicaid; Uninsured; Underinsured; Undocumented
- Forensic
- Experienced Trauma:
 - ◊ Immigrant Populations; Political and War Refugees
 - ◊ Acute/Chronic Exposure to Violence; Post Traumatic Stress Disorder (PTSD) and Traumatic Brain Injury (TBI); Veterans
 - ◊ Overdose and Suicide
 - ◊ Critical Incidents

What is the Crisis Now model?

Talking:

- It's a behavioral health response to people experiencing a behavioral health crisis.
- The model includes:
 - (1) an integrated regional call center
 - (2) mobile crisis and outreach teams
 - (3) a stabilization center
 - (4) crisis care follow up

Crisis Now model: Goals and essential features

Talking: Beth Tabachnick

- The goals are to:
 - (1) divert people experiencing a behavioral health crisis from landing in jail or in a hospital emergency room
 - (2) respond equitably
 - (3) engage the community

Essential features of Crisis Now incorporate the best practices of CAHOOTS and Asante models: Independent civilian first response without police, use of peers as first responders

Trying to be accessible to all residents by having regional services and mobile crisis centers

You are viewing Rolando Santiago's screen View Options

Integrated call center response

Talking: Dorné Hill, Senior Admi...

- Crisis call centers in Montgomery County
 - 911 (Emergency Communications Center, for emergency situations)
 - 988 (EveryMind, for responding to persons contemplating suicide or experiencing a crisis)
 - 240-777-2400 (Crisis Center Hotline, for persons experiencing a behavioral health crises)
 - County 311 (for information on services available in the County)
- Ultimate destination of calls: Crisis Center Hotline for dispatching of MCOTs
- Coordination needed through a common triage and dispatch protocol

Unmute Stop Video Participants 24 Chat Share Screen Record Show Captions Reactions Apps Leave

240-777-4000 for the crisis center hotline instead of listed number

You are viewing Rolando Santiago's screen View Options

Mobile Crisis and Outreach Teams (MCOTs)

Talking: Dorné Hill, Senior Admi...

- Expansion of MCOTs
 - Six new therapists from FY21 budget (6 hired; from 24 on January 2021 to 30 by December 2022)
 - Two new locations opened on August 30, 2021: Germantown, Silver Spring
 - Six new positions from FY22 budget: 2 therapists, 4 peer support specialists (4 peers hired)
 - 8 new positions: 4 therapists, 4 peers support specialists from federal SAMHSA grant
 - Total of new positions: 14
 - Total MCOT staff once all are hired: 44
- Capacity to deploy 3 teams at any given time on day and evening shifts (up from one 24/7 team prior to 2021)

Unmute Start Video (Alt+V) Participants 24 Chat Share Screen Record Show Captions Reactions Apps Leave

Still trying to hire

You are viewing Rolando Santiago's screen View Options

Stabilization facilities

Talking: Dorné Hill, Senior Admi...

- Purposes:
 - Stabilize persons experiencing a behavioral health crisis over the first 72 hours
 - Divert from emergency rooms and jail
 - Achieve equity
- Build a Restoration Center with 25 recliners, 20 beds (long-term)
- Create a stabilization room with 4 recliners at Crisis Center with new SAMHSA federal grant (short term)
- Exploring other additional options with hospitals

Unmute Start Video Participants 24 Chat Share Screen Record Show Captions Reactions Apps Leave

Stabilization room in the next few months

Crisis Care Follow Up

Talking: Dorné Hill, Senior Admi...

- An array of community-based services
- Residential crisis
- Outpatient services with clinical and case management
- Stabilization services (long-term)
- Collaboration with homeless and many safety net services

Lots of homeless outreach providers in the community, and they're working with them, a lot of cross clients with the shelters
HIV testing and health screens at the crisis center as well

Responses to Mid-County Questions

Talking: Rolando Santiago

- What issues are you seeing specific to Mid-County?
 - Significant number of calls for mobile crisis and outreach teams (MCOT)
 - Collaboration with homeless outreach teams
 - Collaboration with shelters
- How/do you coordinate with Police?
 - **MCOT co-response.** A long-standing MCOT co-response with police, especially when a crisis call suggests high risk of violence at the scene
 - **Training.** Co-organizing with Montgomery County Police Department a required 40-Hour Crisis Intervention Team (CIT) training for new police recruits and other partnering staff working on crisis intervention.
 - **Co-location.** Embedding a DHHS licensed therapist in CIT (currently vacant).

For 20 years had a co-response with police

Responses to Mid-County Questions

You are viewing Rolando Santiago's screen View Options

Talking: Rolando Santiago

- What are the biggest needs you are seeing County wide?
 - Addressing behavioral health concerns
 - Overdose deaths and suicides
 - Stabilization services to divert persons in crisis from emergency rooms and jail
- What are your most needed resources?
 - Licensed therapists for
 - MCOT response expansion (both civilian and co-response with police)
 - Stabilization services

The screenshot shows a Zoom meeting interface. At the top, a green bar indicates 'You are viewing Rolando Santiago's screen' and a 'View Options' dropdown. The main content is a slide with the title 'Conclusion' and a list of values. A 'Talking: Rolando Santiago' indicator is visible on the right. The bottom toolbar includes 'Unmute', 'Start Video', 'Participants' (23), 'Chat', 'Share Screen', 'Record', 'Show Captions', 'Reactions', 'Apps', and a 'Leave' button.

Conclusion

- The BHCS Team values:
 - Dignity and respect for all individuals
 - Social justice and equity among all communities in the County
 - Commitment to address the behavioral health needs of all the diverse populations in Montgomery County
 - Partnerships with government, civil society and other private organizations with goal to deliver the most equitable and effective services possible
 - Support for the care and development of each staff member within BHCS

Dianne Whittaker MCPL - It seems there has been a significant increase in mental health issues and subsequent crisis during the last two years. It is difficult to get the crisis team to come to anything other than a life or death situation.

Dorne – I want to hear about your experience

Dianne – I can speak to an incident at the library. A regular user of the library was unhoused, and they had periodic bouts of their symptoms, screaming, yelling and making problems for themselves and other people around them. Like they might threaten someone with physical harm, we ended up trying to call the police, and we tried calling the crisis center and they were elsewhere already that they had to attend to.

Dorne – we should still be following up to see if that person is there. There are lots of different homeless outreach programs we can pass cases back and forth to get people there quicker. Please reach out to Beth or I the next time something less favorable happens. The more the community understands the process the more around the community we can be. We need more bodies to do the work.

Dianne – very supportive of the plan for Rockville

Gary – Your population breakdown very closely mirrors MoCo, but the census would tell us the uninsured population is much higher among minorities. It would appear that that group is underserved if that's the case.

Dorne – for mobile crisis we service anybody in MoCo, insurance doesn't matter. Some promotion/prevention pieces are important, giving out fun giveaways at fun events. It also is about culturally, these populations aren't ones who are going to reach out. They're the ones whose family are going to take them to the ER. They aren't going to ask a stranger or the government for help. We go to things like the Gilchrist center because its places people can trust.

Rob – What are your resource needs and staffing needs?

Rolando – the number of teams we would need would be 8, we're at 3 right now. It would be 8 for us to completely address the crisis needs in the county.

Dorne – that's for the bulk of the day, with RI international. We've actually done a fair bit of research about this. We have the foundation of what we need, but to get the real factual people and pieces.

Beth – there's a nationwide shortage of mental health professionals. 8 teams would be ideal. The county is resource rich in a way, we have 3 teams but we also have our homeless outreach teams, we have the positions within the police departments for the higher security situations. Have a number of additional resources, and our 24/7 walk-in service as well. A 24/7 open office in Rockville, and will also support officers and other community partners. We have partnerships with schools for referral services. People prefer to come in than have people in their homes. Even though they are experiencing shortages we're trying to address problems creatively as we can.

Rolando – Fire and rescue has a mobile integrated health team as well, a small team. In the police department they have the crisis intervention team that they want to expand. They're looking right now to partner with them and improve the co-response we've been doing for many years.

Arquilla – is there any way you can use something other than a licensed therapist for assisting with this

Rolando – looking to hire peer support specialists and train them up to be a part of the team. They can be certified by the state, that potentially can alleviate some of our issues in hiring.

Rob - I'm wondering if it would be feasible to direct hire or sponsor students in area universities to create a pipeline for the program

Beth – I came in under the internship program so I'm a big believer in it. We're very interested in using graduate level and intern programs to interest people in government service. It's a very dynamic internship opportunity. Do have relationships with all the local schools and have been working to develop

more. Unfortunately, there's also a deficit of people even going into these fields.

Dorne - MOUs with Morgan, Bouie, and Howard University

Rolando – hoping that this conversation can be an ongoing conversation with this community and board, we'd like to make ourselves available on an annual basis to report back on our progress and how to collaborate with your community. Even today received some additional concerns from Luisa on some dynamics occurring in your community.

8:42

p.m.

Wheaton Urban District
Advisory Committee Report
Rob Fox
WUDAC Liaison
Objective: Updates

8:45

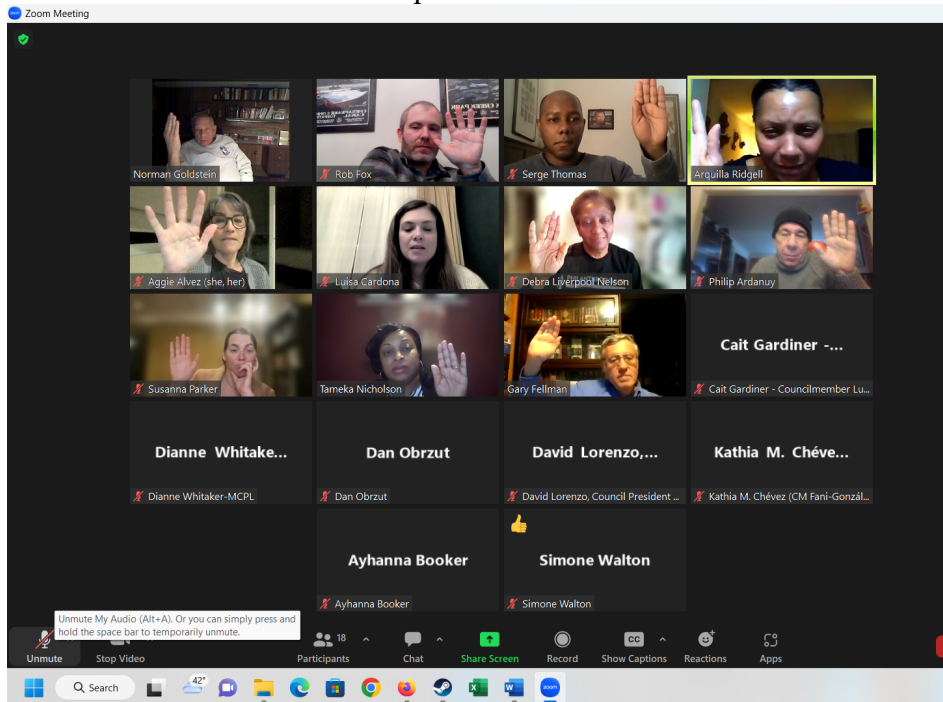
p.m.

Community Concerns Community members Objective:
Opportunity for public comments

No concerns

8:48 voting on Budget letter

Motion and seconded – motion passed



Commander Smith and a Council Member for the crime discussion at the next meeting

9:05

p.m.

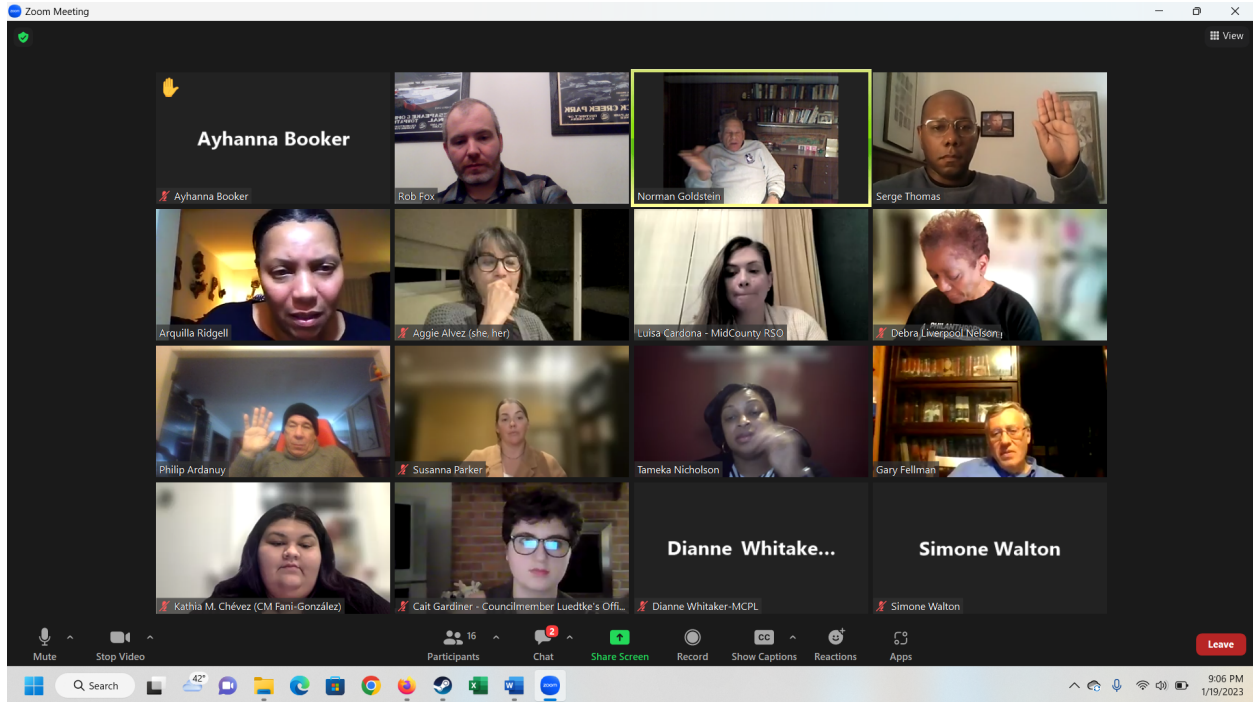
Aquilla Ridgell Chair

Objective:

Acceptance of 01/19/22 agenda

Acceptance of October, November, & December minutes

Motion and seconded, 1 abstain, motion carried



9:06

p.m.

Adjourn Arquilla Ridgell

Chair

Objective:

Close out meeting

Motion made and seconded, motion carried

19:38:54 From Rob Fox To Everyone:

FYI, on now and catching up with notes

19:40:43 From Liza Smith MCDCC D14 To Everyone:

I am not aware of any D14 Caucus

19:49:08 From Tameka Nicholson To Everyone:

Thanks Julien for the information presented. Very helpful.

19:51:42 From Julien Labiche, Montgomery County MD To Everyone:

Gilchrist Immigrant Resource Center

Contact info: Julien Labiche

Julien.labiche@montgomerycountymd.gov

19:52:28 From Arquilla Ridgell To Everyone:

Thank you, Julien!

20:10:04 From Dianne Whitaker-MCPL To Everyone:

It seems there has been a significant increase in mental health issues and subsequent crisis during the last two years. It is difficult to get the crisis team to come to anything other than a life or death situation.

20:13:48 From Liza Smith MCDCC D14 To Everyone:

I am sorry but I need to leave the meeting.

20:36:13 From Rob Fox To Everyone:

I'm wondering if it would be feasible to direct hire or sponsor students in area universities to create a pipeline for the program

20:42:03 From Tameka Nicholson To Everyone:

I'm a Morgan Alum- great partnership!

20:51:57 From Simone Walton To Everyone:

Please sign on behalf of MCCAB

20:52:35 From Simone Walton To Everyone:

Everyone contributed with Phil and Gary leading the initial draft.

20:57:04 From Cait Gardiner - Councilmember Luedtke's Office To Everyone:

Councilmember Luedtke serves on the Public Safety and HHS Committees

21:02:10 From Kathia M. Chévez (CM Fani-González) To Everyone:

Hello everyone, Kathia from CM Fani-González's office. Please do not hesitate to reach out
Kathia.MejiaChevez@montgomerycountymd.gov Thanks!

21:05:09 From Tameka Nicholson To Everyone:

Thanks Cait and Kathia.