



**Advisory Board Meetings**  
**Tuesday, September 13**  
**In-Person/ Zoom Option**  
**The Shores- 14 N Lawler St, Emmetsburg, IA 50536**  
**3:30 pm to 5:00 pm**  
[Click here to join or click on orange arrow.](#)  
**Adult & Children Joint Meeting**



## **Advisory Committee Agenda**

- **Welcome/Introductions**

Advisory Board members present were Netti Renshaw, Police Chief Bo Miller- Law Enforcement Representative, Lorrie Young- Children's Behavioral Health Provider (zoom), Barry Anderson- Governing Board Chair (zoom)

Care Connections employees in attendance: Melissa Loehr- CEO (zoom), Sandy Pelzer- Service Coordinator, Marlee Christoffel-Service Coordinator (zoom), Anna Miller-Service Coordinator, and Jenn Dykshoorn-Office and Finance Specialist

- **Siouxland Mental Health Crisis Center- Nikki Eaton, Director (zoom)**
  - 23 Observation
  - Crisis Residential Community Based vs. Residential
  - Subacute
  - Intake and Referrals

Eaton talked about crisis services (23 Hour Observation and Holding, Crisis Stabilization Community Based, Crisis Stabilization Residential) and the Subacute service offered at Siouxland Mental Health Center. Eaton discussed the referral process and eligibility criteria for each service. Eaton also talked about the mental health screening assessment to determine the appropriate service needs (chart provided).

- **Crisis Continuum Education- Sandy Pelzer**

Pelzer talked about the crisis line process if an individual were to call the Seasons Center Crisis line for Osceola, Clay, and Palo Alto Counties. Pelzer then talked about the Your Life Iowa crisis line for Kossuth, Winnebago, and Worth Counties. Pelzer talked about the two different crisis models and what to expect from each if called.

- **Data Analysis Updates- Jenn Dykshoorn**

Dykshoorn gave an update on the statewide data analytics group, stating that the group has finalized two data tracking spreadsheets for mental health crisis providers. One tracking sheet for Mobile Crisis Response and another for all other crisis services. As of September 1, 2022, a few providers across the state of Iowa are piloting the tracking sheets to give the Region and DHS feedback before going live on January 1, 2023.

- **Coordinator Updates – Anna. Marlee. Sandy**

Christoffel talked about seeing an uptick in crisis services being utilized. Christoffel credits this to more marketing and awareness of the crisis services provided in the area. Christoffel continues to work on treatment coordination and jail diversion in the counties she serves. Christoffel stated that the Clay County Navigator position has been offered and accepted by a candidate. This individual will work on streamlining processes across mental health providers in Clay County.

Pelzer stated she continues to see concerns with staff shortages and a lack of resources across the counties she serves. Pelzer and Miller talked about services sponsored by Hope Haven for Intensive Psychiatric Rehabilitation that they are assisting with getting started in Kossuth County. Pelzer and Miller talked about the new Mental Health Community Liaison in Algona, and that has been going very well.

Miller stated she has been working with Eyerly Ball on community outreach in regard to crisis stabilization community-based services as to date it appears it is being underutilized.

- **Agency Updates/ Information Sharing**

Renshaw and Chief Miller talked more about how the Kossuth Community Liaison position is working and how data is already showing a significant decrease in law enforcement hours along with more availability for coordination follow-up.

- **Next Meeting- December 12, 2022**

- **Adjourn**

Meeting adjourned by Pelzer at 4:55 PM

**Clay · Kossuth · Osceola · Palo Alto · Winnebago · Worth**

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Care Connections of Northern Iowa exists to support improved access to behavioral healthcare through local resources to promote full citizenship for people with mental illness and intellectual disabilities.