

SWWA FYSPRT

Regional July Meeting

Monday, July 17th, 2023

4:00 PM – 6:00 PM/PM

Virtual Teams Link

[Click here to join the meeting](#)

Agenda

Presenters	Topic	Time
Michelle Karnath	Group Norms	4:00-4:05
Michelle Karnath	Introductions and Ice Breaker: What is your go to sing-a-long, on a road trip?	4:05-4:15
REAL TALK Michelle Karnath	<p>Non-Emergency Medical Transportation (NEMT)- Statewide FYSPRT Request</p> <p>In March of 2022 concerns over Non-Emergency Medical Transportation was presented to the Statewide FYSPRT. They are asking all regions have this discussion to see what common issues are occurring with NEMT.</p> <p>One agency stated they have not heard of any concerns or issues, that it is a really helpful service especially for caregivers; and being able to use Med Transport for mental health services is huge.</p> <p>Another agency said it is bad in Klickitat, that NEMT customer service has long hold times, and when clients using phones given out by the state they would run through minutes waiting on hold. Sometimes they offer a callback service and you are lucky if you get a call back.</p> <p>A tri-lead mentioned that the NE region was unable to file a grievance with a NEMT company- a youth who uses NEMT confirmed they have been unable to file a grievance in SWWA>That you can file a report but nothing happens with it.</p> <p>One provider spoke up and said you can file a grievance or complaint on the website but it is not call that it is called a survey. Community in Motion is the only NEMT known by SWWA FYSPRT to offer transportation services</p> <p>Another concern brought up was communication, no one being available in the late afternoon or fax machine challenges.</p> <p>Picking up has been an issue in SWWA. Sometimes arriving and hour and half early waiting five minutes and then leaving and not returning. Causing the user to miss their appointment</p> <p>They have also had drivers that smoke in the vehicle, smell of alcohol, swear or play music with inappropriate language. Once had a driver that was hearing impaired and had user sit in the</p>	4:15-4:45

	back seat, the user felt like they could not give directions from there.	
REAL TALK Katie Favela	<p>What is Urgent Care for? When to go to Urgent Care vs Emergency Room?</p> <p>User recently went to urgent care to receive treatment because it wasn't an emergency room situation and they were referred to the emergency room anyways and then you get huge doctor bills. The emergency room can't really help you because it wasn't an emergency room situation to start with so time is wasted time waiting in the emergency room for nothing.</p> <p>This impacts our youth who are suicidal or struggling with mental health because they end up waiting for so long then the parents have to leave. Causing a repeating of the cycle.</p> <p>FYSPRT member's child had a rash when called for advice, they were told to go to ER. Then the ER offered no assistance.</p> <p>You can go to urgent care for a broken arm, but if you have a bad migraine they send you to the ER, how do you know when what service is appropriate.</p>	4:45-5:15
Updates	<ul style="list-style-type: none"> • Adulthood 101: On summer break upcoming youth summit 7/25/2023 • YAE: Last meeting summer safety tips, next meeting 8/7 TBA 	5:15-5:30
Dona Allison	Activity: Word Puzzle	5:30-5:55
Dona Allison	<p>Next meeting: 8/21/2023 In Person at River City Church 2400 E 4th Plain Blvd, Vancouver, WA 98661- working on hybrid option</p> <p>Upcoming Table Events:</p> <ul style="list-style-type: none"> • Family Reunification Day August 19th LeRoy Haagen Memorial Park • Peace and Justice Fair Sept 9th Ester Short Park 	5:55-6:00

FYSPRT is a ...	<p style="text-align: center;">Space for youth and families to share their experiences with the Crisis System of Care and for System Partners to hear from the community.</p> <p>The Southwest Washington Family Youth System Partner Round Table (FYSPRT) is a community-based group of youth, families, professionals, systems, and community members from Clark, Skamania, and Klickitat counties who are passionate about making needed changes in the System of Care (SOC) that serves those with behavioral health needs. The SW WA FYSPRT strengthens sustainable resources by providing community-based approaches to address the individual</p>
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	behavioral health needs of children, youth and families and ensures that family and youth are key collaborators and in positions of leadership. The SW WA FYSPRT leverages the experience and expertise of all participants dedicated to building effective behavioral health services and will report up to the Statewide FYSPRT on challenges and successes of the region.
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Comfort Agreement	<u>Listen</u> when others are talking and save any input until they are finished. Share the floor “Step Up, Step Back!”
	Explain “lingo” i.e. acronyms and abbreviations.
	Practice respectful honesty and FYSPRT is a safe space void of any judgement.
	Keep an open mind.
	Wait until after the meeting to use your cell phone (unless in an emergency situation.)
	Remember that what is said at FYSPRT, stays at FYSPRT.
	Attend to support positive change.

SW FYSPRT members will...	Expand and sustain effective leadership roles for families, youth, and system partners
	Improve/expand outreach by utilizing local resources
	Ensure that youth and families are represented and have a voice at the FYSPRT
	Create culturally diverse membership
	Help address stigma around behavioral health for the community
	Review Wraparound with Intensive Services (WISe) Data Reports quarterly

If you have something you would like to add, please share with the group and it will be added to the list.

*This is a living document and will be updated to reflect the guidelines