# BSCIP Advisory Council Public Awareness Committee Meeting (Tentative Dates)-20240711\_140519-Meeting Recording

July 11, 2024, 6:05PM 51m 31s

- **Robinson, Kimberly S** 0:03 So it's five actors.
  - Casavant, Robert started transcription
- Robinson, Kimberly S 0:04
  So Jill, I think if it's alright, we do, we'll go ahead and get started.
- **3007f533-8661-464a-9758-a3115490c9a8** 0:09 Yep.
- Robinson, Kimberly S 0:09

And just OK, just so just so everybody knows these meetings are recorded.

So if you wanted to go back and play them later, you can go back and replay them.

They get posted out on our website out on SharePoint, so for those that are joining for the first time today, I see we have some new guests.

My name is Kimberly Robinson.

I'm the section administrator for the program of Brain and spinal cord injury to the brain and spinal cord, brain and spinal cord injury program.

I apologize.

And so I'd like to welcome everybody today.

Thank you for taking time out of your day to join us.

And with that, I will turn this meeting over to the committee Chair, Jill Olnick.

**3007f533-8661-464a-9758-a3115490c9a8** 0:50

My and welcome to everybody and thank you for joining us today.

I'm gonna ask that we do roll call 1st to see if we have a quorum to approve our minute.

- Daws, Caitlin E 1:04 OK.
- Moore, Fallon 1:04 lt's.
- Daws, Caitlin E 1:05

  And we'll start with Don Chester.
- Chester, Don 1:07 Here.
- Daws, Caitlin E 1:10
  Kevin Mullen.
- Kevin Mullin 1:12
  Good afternoon here.
- Patty Lance.
  Jennifer lannon.
  Daniel Nicholson.
  Michael fatter.
  Madonna starts Hamburg.
  Jill olenek.
- **3007f533-8661-464a-9758-a3115490c9a8** 1:38 Here.
- Daws, Caitlin E 1:40

  Doctor valbuena.
- **3007f533-8661-464a-9758-a3115490c9a8** 1:45 I can see her.

- Daws, Caitlin E 1:46
  I see. You OK?
- **3 3007f533-8661-464a-9758-a3115490c9a8** 1:46 She's there.
- Daws, Caitlin E 1:47
  I just can't hear but Doctor Higdon.
- Robinson, Kimberly S 1:48 Yeah.
- Higdon, Brian 1:51 Here.
- Daws, Caitlin E 1:54
  Doctor herodus.
  Carrie rayburn.
- Carrie Rayburn 2:02 Here.
- Daws, Caitlin E 2:04
  And ruthann Tattersall.
- Ruthan Tattersall 2:07 Here.
- Daws, Caitlin E 2:08

  Hey 12345 so we have a quorum.
- 3007f533-8661-464a-9758-a3115490c9a8 2:15
  Alright, awesome.
  So if I could get approval or I should ask if there's any changes that need to be made

to the Minutes from May 16th, it's not if I can get people that say. Do I have a motion to approve?

- Robinson, Kimberly S 2:37 Yeah.
- KM Kevin Mullin 2:38 Motion to approve.
- Higdon, Brian 2:40 2nd.
- **3007f533-8661-464a-9758-a3115490c9a8** 2:42 OK. Thank you.
- Robinson, Kimberly S 2:45

  And Caitlin, I see Doctor Hardness is just joined.
- Daws, Caitlin E 2:50 OK, I'll take note.
- Robinson, Kimberly S 2:52 Thank you.
- 3007f533-8661-464a-9758-a3115490c9a8 2:54 Alright, Caitlin or whoever's in maybe. Kim, can you scroll?
- Robinson, Kimberly S 2:59
  Yep, I'm sorry.
  I was getting in there.
  There you go.
- **3007f533-8661-464a-9758-a3115490c9a8** 3:02

That's OK. Awesome.

Alright Becky, we are excited to for you to tell us all about the prevention program.

### **AH** abilash haridas 3:08

Thanks.

I mean that, you know, back to school.

They fired.

### Robinson, Kimberly S 3:19

It Becky.

I know she's on.

Did she drop?

No, her Becky, we can't hear you if you're talking.

I see you're not muted now.

You are there.

You are.

Is your headset on?

Now you're muted.

Yeah, well, she's figuring that out.

How though, we go to the next uh next agenda, I can I can give a website.

### **3007f533-8661-464a-9758-a3115490c9a8** 4:04

Perfect.

### Robinson, Kimberly S 4:06

I can give a website update if you would like.

### **3007f533-8661-464a-9758-a3115490c9a8** 4:08

OK.

Yeah, that'd be great.

### Robinson, Kimberly S 4:09

Umm, so we just did another promotion, but there were no big changes that she'll see out on the website it it was more just making sure that I believe events and the calendar uh is out there but they're static pages.

So that's what they're actually working on right now for another promotion at the end of this month, they've made uh, they've added a couple new categories that will be going on to the main page, which is the events and calendars that you'll be able to get from the main page.

And then you'll actually have a calendar that you can see and click on and events will open on that.

So that is what they're currently working on updating and they're also working on adding new so.

Resources out there to some of the categories and I think we're coming up with uh and Robin, you might be able to speak to this as well if Becky still muted there, but we're working on a couple more new categories and subcategories to fit the needs of the resources that we're adding.

I think if I'm correct, Robin and Becky are have been working on about 200 more to add.

And my right Robin.



### Tipton, Robyn R 5:33

Uh.

Yeah.

And we have been working in the background adding additional resources, finding the appropriate categories and subcategories for them and doing all the approval process behind the scenes when they're added.

### 3

### **3007f533-8661-464a-9758-a3115490c9a8** 5:52

Great.

I was going to ask a couple things that we had touched on at the last meeting, just to see uh for the follow up.

We talked about the brain injury support groups getting added on the website or maybe on that calendar.

I don't know has that.

Umm is that a problem?



### Robinson, Kimberly S 6:09

It does support groups.

I don't think.

I don't think they've been added at all yet anywhere.

### **3007f533-8661-464a-9758-a3115490c9a8** 6:14

OK, OK.

And then one thing that was mentioned was they were working well.

You were working on translation services.

### Robinson, Kimberly S 6:22

Yes.

So Caitlin is actually working on a purchase order right now, so that we will have translation services available to us statewide.

It's through a contract through the state.

## **3007f533-8661-464a-9758-a3115490c9a8** 6:36 Nice.

### **Robinson, Kimberly S** 6:37

Ohh for the website.

I'm sorry, I'm I'm mixing apples and oranges here.

So yes, we are working on a translation and that would be for staff to be able to have a translator at their fingertips with clients on the website.

I'm not sure where they were with being able to put a translation on the website, yet I would.

Amanda, you're on the call.

Do you?

Can you update on that?

### Strickland, Amanda L 7:02

Yes, that's actually on the wish list.

The first things we're doing is the events page like you mentioned, and then working on support groups.

So that is on the wish list and we are doing our research and we will be adding that eventually.

**3007f533-8661-464a-9758-a3115490c9a8** 7:21

OK, perfect.

And then umm, we had talked about for the website also like if there was gonna be a future library of terms.

Like, yeah, go ahead. Sorry.

Robinson, Kimberly S 7:35

That is, yeah, that, that is something that the program has in place for staff. And I would have to get with Amanda to see how it's a listing and it's like a dictionary that we have that is available for staff.

**3007f533-8661-464a-9758-a3115490c9a8** 7:49 OK.

Robinson, Kimberly S 7:51

And I think we could probably use the same document to put out on the website. I'm not sure where they would place that, so that would be a Amanda and Eric and. Becky and Robin, you know to come up with where they would want that medical dictionary placed.

**3007f533-8661-464a-9758-a3115490c9a8** 8:10

Sure, sure.

And sorry, I've just I I kind of skipped right into the Resource Center website stuff altogether since we were talking about it, so.

If you guys are OK with it, we'll just continue in this line and finish and then go back to the recent events and upcoming events discussion and peer mentor.

So I know also we talked about a some of the resources you guys were already working on, but some things that we had suggested A1 page handout to discuss eligibility and referral process umm or a direct link to that page.

**Robinson, Kimberly S** 8:51

So we do have a flyer that best.

Uh had come up with it and it is part of our Flyers that we do hand out.

There is some language on that regarding eligibility eligibility and I think that's one that we can actually use to meet this need.

### **3007f533-8661-464a-9758-a3115490c9a8** 9:10

OK.

Perfect.

Great.

And then the last piece and this is we had really started some of the brainstorming at our May 16th meeting on some of the.

Monthly.

You know, topics of having a month, a topic, a month to post on and we had thrown out the following ideas like, you know, just to just an explanation of what is post acute care with descriptions for Hospice sniff in acute rehab.

And then for caregiver support specifically, we talk about behavior management. Deescalation tips.

Uh.

And then with the generic information, insurance information and appeals process to include disability process, that was the third one, the process on what to expect with B Skip.

But I think you guys said you had a flyer that you already used with that and then some specialty technology.

### Robinson, Kimberly S 10:07

Umm we do.

### **3007f533-8661-464a-9758-a3115490c9a8** 10:12

Reference.

Did I miss anything from our last meeting?

Did those sound right to everybody?

### Robinson, Kimberly S 10:20

I believe you're correct, but let me clarify for my own knowledge.

Are these topics that you want to have posted on the website as like highlights it was?

Is that the intention for the website or these topics that you want to be able to bring up and discuss at the committee meetings?

**3007f533-8661-464a-9758-a3115490c9a8** 10:40 Yeah

So these were topics that we had talked that we had brainstormed storm topics to be able to have highlighted on the website.

Robinson, Kimberly S 10:48 OK.

### **3007f533-8661-464a-9758-a3115490c9a8** 10:48

You know, doing one month, uh and.

You know that we thought would be useful information for the public and those accessing the website.

## Robinson, Kimberly S 11:00 OK.

And so to.

Publicize those as a highlight or tip.

Or did you know maybe frequently asked questions?

I'm I'm not sure how we would title them on the website.

Umm is the Council going to be providing those topics that you want posted or are you your expectations that the program will come up with these and bring them to the Council for review before posting?

## **3007f533-8661-464a-9758-a3115490c9a8** 11:33 Yeah.

So I thought, umm, at least originally when we talked about that at this idea and the over the last couple of meetings as a Council, we were we, you know, we did the brainstorming of the topics and then I'd hoped that we could have some time to work on them kind of subgroup or, you know, assign out so that we could have that unless you guys already had material for these things and then we could just, you know yeah that fits the bill for this and perfect let's you know assign it a month or whatever they'll.



Robinson, Kimberly S 11:49
OK.
OK.

- 3 3007f533-8661-464a-9758-a3115490c9a8 12:06 Through the process of people and assign it.
- Robinson, Kimberly S 12:09

  So if we if, Jill, if you can just send me a list of those topics, again, let me go back with my leadership team and see if we have stuff already available.
- **3007f533-8661-464a-9758-a3115490c9a8** 12:17 OK.
- Robinson, Kimberly S 12:23

Our nurse, who is part of a program she's been really ill, so she's not on here today, but she may have some of that material already as well.

And so let me do some research to see what be skip has in place already and what we don't have based on what it is that you're wanting to put out there.

- **3007f533-8661-464a-9758-a3115490c9a8** 12:32 OK.
- Robinson, Kimberly S 12:41

And then of course, we have to get with Amanda and see how that would be posted on the website.

And then my next question is when we're posting that material out on their website, whether it's under frequently asked questions, whatever, I have to verify if that also has to be approved through Coms before we actually post it out there.

- **3007f533-8661-464a-9758-a3115490c9a8** 13:04 Right.
- Robinson, Kimberly S 13:07

And I think it does.

I think it would have to be approved by communications before we put it out there, but we all know that route and we've streamlined some of that.

- **3 3007f533-8661-464a-9758-a3115490c9a8** 13:13 Sure.
- Robinson, Kimberly S 13:19

So it's taking away some of the pain of waiting for approval.

So it yeah, I let let me have your list and let me see what the program already has in place, if if that's acceptable with the Council.

**3007f533-8661-464a-9758-a3115490c9a8** 13:31 OK.

Yeah, I think that.

CR Carrie Rayburn 13:38 Yeah.

Ohh sorry Jill.

- **3007f533-8661-464a-9758-a3115490c9a8** 13:41 They'll go right ahead, carry.
- CR Carrie Rayburn 13:41

That's a this is Carrie.

I know we had talked about social media a lot at our last meeting.

I mentioned it a lot.

I'll be honest and we got these skip on the on the social media.

So I think when we were talking about this, we were hoping that these, these infographics, whatever they look like could also be translated to social media.

And so not just post it on the website but highlight it on Instagram and Facebook too.

**3007f533-8661-464a-9758-a3115490c9a8** 14:04

Mm-hmm.

Awesome.

Thanks for that reminder, Kerry.

Robinson, Kimberly S 14:12 OK.

Carrie Rayburn 14:14 Mm-hmm.

Robinson, Kimberly S 14:17

OK.

Well, let me put documents together 1st and then we'll see what we can post out on Facebook and Instagram.

I've been talking with Lindsey on what is it that I can send and have out there?

CR Carrie Rayburn 14:28

Awesome.

Robinson, Kimberly S 14:35

You know, maybe once a month highlight be skipped out there, get get be skipped on there somewhere.

We've been there once now.

Hallelujah, we we broke that record of at least once.

**3007f533-8661-464a-9758-a3115490c9a8** 14:45 What?

Robinson, Kimberly S 14:46
We've been out there now.

Carrie Rayburn 14:47
I did a little thing that day.

### Robinson, Kimberly S 14:48

Now, how do I continue that?

How do I continue?

So that's, that's the next thing is and I have to work with Lindsey on that.

And she has also been brainstorming on that.

On what is it that we can put out there for biscuit because I asked her about Family Cafe.

Could we post you know that be skip went to family Cafe and some of our pictures that Beth and her team got back and so forth.

And I was told that probably not because we have to be careful what we do post out on social media.

So it doesn't look like we're supporting uh, like Family Cafe that were sponsoring them and supporting them.

So I don't have the full the full understanding of what we can and can't post out on social media yet, but I am working on that with Lindsey.

**3007f533-8661-464a-9758-a3115490c9a8** 15:32 Umm.



### Robinson, Kimberly S 15:41

And so Lindsey's very excited to put stuff out there as well.

So she's our first point of communication of communication.

So I got her in my field and in my ballpark, playing with me, and we're working on it, trying to come up with something.

So that's a good first step.



### CR Carrie Rayburn 15:58

Also, I'm Jill, could you add to your list?

Maybe some like.

I know we hear success stories from some of our case managers.

If we could add that to the list too, I think that would be great to be able to share

that on social media and the website.

I know there's a lot of.

It is probably going on the website but.

### Robinson, Kimberly S 16:20

So we have been collecting success stories and I have a little folder that is the reasons are sending those to me.

**3007f533-8661-464a-9758-a3115490c9a8** 16:20 Yeah.

### Robinson, Kimberly S 16:28

I'm putting them into our our folder for the success stories or testimonies.

I'm not sure what we're gonna be calling that out there.

I think, Amanda, we were talking about testimonies maybe or something.

### Strickland, Amanda L 16:42

Yes, testimonies.

### **Robinson, Kimberly S** 16:42

So I have.

We have.

Yeah.

So we have been gathering the media releases that we need for that because we do have to have media releases and the regions are sending in their success story so that we will have.

Information to publish out there once it's ready on the website, I can ask about Facebook as well.

In Instagram, I can ask about that as well.

## **3007f533-8661-464a-9758-a3115490c9a8** 17:07 Yeah, that'd be great.

## Carrie Rayburn 17:07 Thank you.

- Robinson, Kimberly S 17:08
  - As long as I have media releases from the client, I believe it would be OK, but please don't you know, take me at, you know, as gold on that.
- **3007f533-8661-464a-9758-a3115490c9a8** 17:17 Yeah.
- Robinson, Kimberly S 17:19

  I I still have to make make sure with communications.
- Carrie Rayburn 17:23

  I think it would be great to be able to include their names and maybe even a picture if possible, but even if it's just the quote and not saying who it's from, if you know they say no, we can't have their names or you know their picture attached.
- Robinson, Kimberly S 17:28 Yeah.
- Carrie Rayburn 17:37

  Just the quote without listing who it is, and you can just put, you know, like customer.
- Robinson, Kimberly S 17:40 Absolutely.
- I don't know what do you.

  Are they?

  Do you?

  I call my people patients.
- Higdon, Brian 17:44
  Points.

CR Carrie Rayburn 17:46

What do you guys call them clients.

Robinson, Kimberly S 17:48

Yes, clients.

CR Carrie Rayburn 17:49

OK.

Thank you.

Robinson, Kimberly S 17:51

Yeah.

And so the the regions have been sending me both like notes that they get from the family members, emails that they get pictures of the completions like of home mods and special equipment and so forth.

So we have a little mixture of both.

**3007f533-8661-464a-9758-a3115490c9a8** 18:13

Cool.

And I I think our goal was to get 6 topics, so we could work on six months worth get that you know, going and then have the time to work on the next six identify and work on the next.

So I think what I listed was five of them.

So just and then the success stories.

But that's going to be its own kind of section.

I think so.

Does anybody have any other topics that they thought of from May to July?

Alright.

Well, we'll start with these and go from there.

All right.

Fantastic. So.

Peer mentor is Becky.

Live with communication now.

- Robinson, Kimberly S 19:10
  Well, your mic is on, but I can't hear her.
- Robinson, Rebecca 19:13

  Now I sent you an email, Kim.
- Robinson, Kimberly S 19:15
  Ohh there there you are.
- **3007f533-8661-464a-9758-a3115490c9a8** 19:16 There you are.
- Robinson, Kimberly S 19:16
  Now I can hear you now.
- Robinson, Rebecca 19:18
  Ohh you can.
- Robinson, Kimberly S 19:18
  I can hear you.
  Yep.
- **3 3007f533-8661-464a-9758-a3115490c9a8** 19:20 Yeah.
- Robinson, Kimberly S 19:20 Now we can hear you.
- Robinson, Rebecca 19:21 Ohh good.

I don't know what was wrong.

We do have one pediatric in the peer mentor program.

Now umm, he started a couple of weeks ago out of Jackson Memorial.

I mean Jacksonville, umm.

And it seems to be going very well.

I have not gotten any other here mentors sign up, so I've still only got the the six that we have, but they are pretty much we you know if if they're going to be virtual, there's really not a need to have them in locations around the state even though they are pretty much spread around the state.

The ones that I've got, umm, most of them will be virtual, so it really doesn't matter, but I haven't gotten anymore requests from case managers.

I will send out another reminder to them to let them know that the peer mentor group needs and clients referred if they have any, and we'll go from there.

### **3007f533-8661-464a-9758-a3115490c9a8** 20:27

Thanks.

Becky, can you remind me?

Can, if they're not, can they utilize the peer mentor program if they are not an active client?

Robinson, Rebecca 20:39

They have to have been a BESIP client.

Robinson, Kimberly S 20:43
They they have to be enrolled.

**3007f533-8661-464a-9758-a3115490c9a8** 20:43 At some point.

### Robinson, Kimberly S 20:45

No, they have to be enrolled and the reason being is because we have to issue authorization.

### Robinson, Rebecca 20:45

Yes.

Are they?

Yeah.

Do it on our clothes.

Robinson, Kimberly S 20:51 I'm sorry, Becky.

Robinson, Rebecca 20:51 OK.

Yeah, you're right.

Robinson, Kimberly S 20:55

They have to be enrolled because we have to issue authorizations uh to approve services for them.

**3007f533-8661-464a-9758-a3115490c9a8** 21:03 OK.

OK, great.

So I know you.

KM Kevin Mullin 21:09 What?

**3007f533-8661-464a-9758-a3115490c9a8** 21:11

You were seeking alternative paths to have a shorter processing timeline for future, but it sounds like we've got 6 and you don't need a ton more at this moment in time so.

Robinson, Rebecca 21:23

And that is correct.

I mean, if I don't get start getting some people to, you know, they have clients that need pure mentors, you know, I think we're we're fine as it is.

And I know Kim was looking at other resources for the peer mentor program and I'm not sure where she's at with that.

And I think we have a meeting set up this week on it.

Robinson, Kimberly S 21:43
We do.



### **3007f533-8661-464a-9758-a3115490c9a8** 21:48

Alright cool.

So I see your hand raised.

If you wanna go ahead.

### KM Kevin Mullin 21:53

Thank you.

And when we're speaking with the case managers, do we?

Umm have a clear definition of exactly what our pyramid doors do for people that are enrolled with the skip?

### Robinson, Rebecca 22:08

I'm not sure.

I'm sure all the case managers know what they provide.

### KM Kevin Mullin 22:15

OK, just because I mean it's more than just tips and tricks of the trade for living with a paralysis or brain injury, more or less different resources throughout the state, things that we've learned over time.

I mean, peer mentor.

### Robinson, Rebecca 22:27

I'll absolutely.

### KM Kevin Mullin 22:29

Yeah, we, you know, case managers might not find the relevance to even bring it up when they're working with these skip, just because it might not seem to be of value added.

So I think if we make sure that they are well educated on what it actually is, it has good, clear definition, might just help bring a little more awareness and attention to it.



### Robinson, Rebecca 22:48

OK, I can certainly do that.

I can set something up with them.

Umm to let them know.

But yeah, it's it's very detailed.

I believe you know and all the life experiences that they've had that they can pack on and what have you.



### Kevin Mullin 23:04

Excellent.

### 3

### **3007f533-8661-464a-9758-a3115490c9a8** 23:07

Thanks.

Great point.

Create point alright.

Anybody have any other questions for Becky?



### Robinson, Rebecca 23:17

I did want to tell you that I'm hoping to have all the brain.

I heard you mentioned this earlier, Jill, the brain injury associations, I'm hoping to have those out there by the end of this month.

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### **3007f533-8661-464a-9758-a3115490c9a8** 23:25

Yeah.



### Robinson, Rebecca 23:29

I'm adding a bunch of things to the live production right now, but I've been on vacation for the last week and 1/2 so I have to get back to it.

But hopefully I will get those out there by the end of the month.



### **3007f533-8661-464a-9758-a3115490c9a8** 23:38

Well.

I'm glad that you had a vacation time.

That's fantastic.



**3007f533-8661-464a-9758-a3115490c9a8** 23:46 About good.

We'll look forward to having that out there, Brian.

Robinson, Rebecca 23:50 OK.

### HB Higdon, Brian 23:52

Yeah.

One question I had last time in Umm if I remember correctly, the plan was to kind of brack background to this was kind of the umm, the process with going vetting these sources.

As far as they're, they're legitimacy.

Umm were there any updates with like if if there's a process in place for for doing this and and also just for for maintaining the links?

Robinson, Kimberly S 24:25

Amanda, you wanna take that one?

Robinson, Rebecca 24:25 lt's.

Strickland, Amanda L 24:30

The blanked out there.

The end.

Can you repeat that?

HB Higdon, Brian 24:35

Ohh the the second thing was just pretty small.

It was just main main maintain the the URL if the website changed and then make sure that umm there's not dead links.

### Strickland, Amanda L 24:48

Oh yes, we have raw that has a tool that can run a broken links and or we've discussed doing that.

So yes, we have we have something we can run either weekly or monthly. We haven't decided that will give us a report on broken links.

### HB Higdon, Brian 25:07

OK, so that's easy, but the bigger question then is that kind of vetting the betting resources that are on there, that they're, they're that they're reliable, do a process to make sure that we're not kind of putting things on there that could put people at risk.



### Strickland, Amanda L 25:25

Well, I back in.



### Robinson, Rebecca 25:28

Yeah.

Give me.



### Robinson, Kimberly S 25:34

How are you vetting the resources that you're putting out on the website to to a verify that they're legitimate and clients would or people going to those resources may not be clients or not put at any risk?



### Strickland, Amanda L 25:39

Sorry.

Right.



### Robinson, Rebecca 25:53

Well, as I'm not aware of anything that we're doing specifically, I mean most of the ones that we put out there, we've heard about and gone out to their websites and checked them out.

But other than that.

If there's something that we need to be doing.

### Strickland, Amanda L 26:14

Yeah, it's something that we're just gonna have to maintain and come up with a process of how often to go through and surge and make sure there's still legitimate.

### HB Higdon, Brian 26:27

Alright.

Umm.

So like if someone comes comes to you guys and says, hey, you know I have this resource for spawning equations.

I have this new clinic or whatever.

And you know, let's say for, for, for for example like.

Ohh, we're offering stem cells for patients with spinal cord injuries.

Umm, that's kind of an egregious example, but like.



### Robinson, Rebecca 26:48

Next.



### HB Higdon, Brian 26:51

I but like what?

Do you have a process be like, OK, this doesn't meet the meet the criteria.

Do we have like criteria that we can reference back to?



### Strickland, Amanda L 27:02

Well, I think it's a good yeah, Hun.



### Robinson, Rebecca 27:02

For me first.

Go ahead.

Yeah, go ahead.

For me personally, Doctor Diggin, it's, you know, a gut instinct.



### Strickland, Amanda L 27:12

Go ahead, Becky.

### Robinson, Rebecca 27:15

There's some people that you know, work they're wanting to be put on and and we just, you know, explained to them that that doesn't fit in with our program or what have you.

I I just, you know, we're very careful about what we put in.

### HB Higdon, Brian 27:30

So I'd say it's just like staff discretion.

### Robinson, Rebecca 27:33

Yeah, it is.

But, but we do our our due diligence.

### Robinson, Kimberly S 27:39

We can always go out and verify licenses.

Uh for facilities you can go to M QA and look up licenses to see if there's any grievances or anything like that out there against a particular agency.

### Robinson, Rebecca 27:48

Yet.

Well, yeah.

Has that actually if if you could send me that website again, Tim cause I know I used to use it all the time, but I I really don't.

I haven't used it in years.

You be able to go out and do it.

I know it's quality assurance or something.

### **Robinson, Kimberly S** 28:09

Yeah, medical quality, medical quality assurance.

## **3007f533-8661-464a-9758-a3115490c9a8** 28:22 Great, great discussion.

### Robinson, Kimberly S 28:27

So we'll look into, I'll get with the resource team and we'll start talking about putting in specific processes on how to vet resources and then we'll bring it back to the Council.

- Higdon, Brian 28:40 Alright, thank you.
- Robinson, Kimberly S 28:41 Umm.
- 3 3007f533-8661-464a-9758-a3115490c9a8 28:42 Great. Carrie.

  I see your hand raised.
- CR Carrie Rayburn 28:45 Yeah.

I just wanted to mention to Becky that our website for brain Injury Florida has been is getting updated currently any day now it should have all of the brain injury support groups that we've located within the state.

- Robinson, Rebecca 29:01 OK.
- Carrie Rayburn 29:01
  So I will send you an email when that has been published and then that way you can use that as a reference tool for support groups.
- Robinson, Rebecca 29:10

  And have they all been vetted as far as contacting them to make sure the right addresses, times, contacts, OK?
- CR Carrie Rayburn 29:13
  Yes.
  Yes, yes, we all of that.

Mm-hmm.

I think it's about 39 support groups is what we're at.

Robinson, Rebecca 29:22 Very good.

CR Carrie Rayburn 29:25

Some of them are virtual, others with location times.

All of that information will be included.

Robinson, Rebecca 29:31 OK.

Robinson, Kimberly S 29:31

And so and so, Carrie, if I may, how does BIF that you're the resources they add to their website?

Robinson, Rebecca 29:31 Thanks a lot.

CR Carrie Rayburn 29:32

Umm.

We, with all we have right now is things that we've created as like board directors and put information there, but we don't have anything tagged to our website from other sources necessarily.

Robinson, Kimberly S 29:47 OK.

OK.

CR Carrie Rayburn 29:57

The support groups that are listed, we've called and made sure that they're still running.

We've gotten the updated contact information and all of that information, but we

don't have anything that you can like Click to like articles to unless it's created by Beth.

### Robinson, Kimberly S 30:12

 $\bigcirc \mathsf{K}$ 

Just curious.

Thank you.

CR

### Carrie Rayburn 30:15

Yeah. Uh-huh.

3

### **3007f533-8661-464a-9758-a3115490c9a8** 30:19

Alright, fantastic.

So now it's really just a time to recap any of the recent events and upcoming events. And any feedback?

From attendees for those events, you guys had cafe, right?



### Collins, Valerie B 30:39

We did.

There was a group of us that went to family Cafe for the weekend.

Robin went and myself, we we had a great turn out.

We saw the 5th of attendees as well, and it was a really I don't know if it was weather related or what, but we had.

It was a really, really.

Popular event this year there were a lot of people.

Every day we don't always see that every year, but it was.

We had a great time, gave out a lot of these skip information and all of our promotional items that we had saved for that event and was really good turn out.

3

### **3007f533-8661-464a-9758-a3115490c9a8** 31:27

Awesome.

Did you get any feedback from them about, you know, if they'd heard of be skip before coming to family Cafe or, you know, did they have any, uh feedback on on how they like information or or learn about different things relative to be skip? Does that make sense?

If not, it might be something we think about next year to inquire.



### Collins, Valerie B 31:49

Yeah

Yeah, we had prior fiance come up, you know, and think of us and, you know, talk about their case managers, things like that.

Again, I say our program is something that you know you you might not necessarily hear.

We're not like a preventative type of program.

So you might not necessarily hear about us until you're referred to us, but I didn't. I didn't have anybody like, say, you know that they had seen us on the web or anything just prior clients coming by and expressing appreciation, that kind of thing, which is which was nice but.

### **3007f533-8661-464a-9758-a3115490c9a8** 32:29

Come here.

Alright, cool.

Anybody else attend any?

Have any events?



### Robinson, Kimberly S 32:42

I have my managers on so I I can't think of any other events since Family Cafe that or since May or Family Cafe, we have some coming up.

I know Jose has some.

Orlando has the one uh September in September.

### 3

### **3007f533-8661-464a-9758-a3115490c9a8** 33:05

Let me ask the Council.

Do you think it would be helpful like when any anybody when you guys are at events to to do a a questionnaire there you know they can scan a QR code and do answer questions.

A few quick questions.

It may just give us more information to use or data to use so that I mean since our

goal is really, you know awareness.

Get a quiet today.

### Carrie Rayburn 33:45

Is that something that you could that you could get approved?

Kim is having like a QR code to the surveys.

Does that need approval?

I think that's a great idea to be able to encourage people to actively do it there, if possible.

Sometimes you know, we get Flyers of codes for surveys, but we never get back to it. Might encourage them to actually participate on the spot.

### Robinson, Kimberly S 34:10

We could get a QR code through communications.

We would have to develop the of course.

## Strickland, Amanda L 34:15 OK.

### **Robinson, Kimberly S** 34:16

You know, there's survey and have them look at it and get their blessing on it and then that queue our code would have to link to it and I'm not sure.

### HB Higdon, Brian 34:25

Yeah, I think it's just gonna be difficult to write a survey that that would would fit, you know, the variety of people that might be at these events and the variety of events that they might be used at.

### Robinson, Kimberly S 34:40

And and I I don't know how we would link the QR code to the survey because the survey that the system we use is SurveyMonkey.

So I just don't know how technically if you would be able to link anything like that. It's great idea.

I think we'd have to do some research on that if that's how the Council would like to try and move forward.

- Higdon, Brian 35:00 No.
- Strickland, Amanda L 35:05 You can you.
- Higdon, Brian 35:05
  Yeah, I mean, I've been surprised if SurveyMonkey didn't have its own QR code generator built in.
- Robinson, Kimberly S 35:10 It might.
- **3007f533-8661-464a-9758-a3115490c9a8** 35:11 Yeah.
- Strickland, Amanda L 35:11 Yeah.
- **Robinson, Rebecca** 35:12 Yeah, they do.
- Strickland, Amanda L 35:12

  And if not, you can always get the link and A and paste it in the QR code.
- Robinson, Kimberly S 35:18 Umm.
- **3007f533-8661-464a-9758-a3115490c9a8** 35:19 Umm.
- Strickland, Amanda L 35:19

  Air know Lindsey has a QR code access and you just paste the link into it and that's how it creates it.

KM Kevin Mullin 35:28

But I also believe SurveyMonkey has its own reporting analytics built in on their dashboard.

So you can always take a look at it.

Robinson, Rebecca 35:37

And the QR code it is, it's on there.

Kevin Mullin 35:37

I just haven't used in a while.

Yeah, becky's.

Robinson, Kimberly S 35:41 Yep.

Robinson, Rebecca 35:42
But I I have to.

Robinson, Kimberly S 35:43
Becky's our SurveyMonkey guru.

Robinson, Rebecca 35:43

Personally, I have to say that I think people are really, I think they're swamped and overwhelmed with survey monkeys because everybody wants you to do a survey. You know, whether it's a store that you walk into umm, you know the the ones that we put out and they're just get them from everyone.

And I just think they ignore them, quite frankly.

Because the turnout on our survey monkeys is way down from what it used to be.

Moore, Fallon 36:12
Thank you.

**3007f533-8661-464a-9758-a3115490c9a8** 36:16 OK.

- **Robinson, Rebecca** 36:18 Just a thought.
- **3 3007f533-8661-464a-9758-a3115490c9a8** 36:18 Good feedback.
- Kevin Mullin 36:19
  There's always.
  There's always a way to beat that.
  Put in a 20 or \$50.00 gift card raffle.
  Yeah, it's amazing.
  How many people will film out for an Amazon gift card?
- **Robinson, Rebecca** 36:26 Yeah, do that.
- Kevin Mullin 36:29

  I don't know if we can or not, but trust me, it gets me to even do it.
- Robinson, Rebecca 36:30
  And we can't.
- Robinson, Kimberly S 36:31

  No, no, I I good idea, Kevin.

  But I can't do that.
- **KM Kevin Mullin** 36:40 Hey, give her.
- Robinson, Kimberly S 36:40 I love the idea.
- KM Kevin Mullin 36:41 Yeah.

- HB Higdon, Brian 36:42
  I'll do the survey five times for that.
- KM Kevin Mullin 36:42
  Can't thing the guy for trying exactly.
- **3007f533-8661-464a-9758-a3115490c9a8** 36:44 Right.
- Higdon, Brian 36:44
  I'll do the survey five times.
- **3007f533-8661-464a-9758-a3115490c9a8** 36:48 Hey, Gary.
- KM Kevin Mullin 36:48 Uh.
- **3007f533-8661-464a-9758-a3115490c9a8** 36:49 I see your hand is raised.
- CR Carrie Rayburn 36:52
  Ohh, I think that one was a mistake, but I wonder.
- **3007f533-8661-464a-9758-a3115490c9a8** 36:55 OK.
- Carrie Rayburn 36:58
  I'm sorry, Beth, can you remind me?
  You said that you had a lot of people come.

Do you guys track how many people come to the table? I'm just curious if that's something that like you guys keep up with, like when you're at an event, how many people you're interacting with?



### Collins, Valerie B 37:15

Umm, we don't.

We don't do a whole lot of like a, you know, like I said, we don't do a whole lot of events like that.

The regions do some, you know some things and I'm not sure if they keep up with that they can maybe answer that family Cafe.

We do not, I think they said it was something like 2020 thousand people that would possibly come by our table of it.



### KM Kevin Mullin 37:35

Wow.



### Collins, Valerie B 37:38

It was a crazy number.

I could

I couldn't believe it.

I was actually.

I was there a little earlier this year and heard the organizers talking when I was at the table that first night. But.

I know.

And we we don't, we don't track it not there for the smaller events, maybe they might.



### Carrie Rayburn 37:56

What was your?

OK.

Yeah.

And I heard that there was a lot of people coming to the family Cafe.

I'm sure it would probably be hard to kind of track that, but if there was some like, you know, system where you could maybe like track it where you were counting people who had heard, like Joe said, you know, just to see like out of the 10 people that came, you know, nine of them have heard of be skip before, I don't know. But that would be a law on the people that are facilitating that table for sure.



Collins, Valerie B 38:29

Yeah.

It I don't know about the like I said, the smaller events, but some at A at A at an event like that it kind of slows down the traffic and when you have so many people coming up and asking questions, what have you?

- CR Carrie Rayburn 38:34 Good.
- Collins, Valerie B 38:42
  I don't know if maybe we could think of a efficient way to do that is all you know, I'm open for suggestions.
- **3007f533-8661-464a-9758-a3115490c9a8** 38:48 They're.
- Carrie Rayburn 38:52
  I don't have any.
  I'm sorry I asked the question not having the solution.
- Collins, Valerie B 38:58
  But think about.
- Robinson, Kimberly S 38:59

  Pretty you probably the only way you could do that maybe is having, you know, people sign in on a sheet and check check off.
- CR Carrie Rayburn 39:06 Right.
- Robinson, Kimberly S 39:07
  Have you heard of Biscuit before?
  Yes or no?

- CR Carrie Rayburn 39:11 Umm lots.
- Robinson, Kimberly S 39:12
  Something like that.

  Now I I know that I think EMS has a a KIO, a Kia SAC that they put it.
- Robinson, Rebecca 39:14
  I would be the easiest way.
- Collins, Valerie B 39:14
  Yeah.
- Robinson, Rebecca 39:22 Ask.
- Robinson, Kimberly S 39:22

  I think that's what that they put it their boots and if if we could get that we could maybe have something that somebody could go up to on a computer and and do

Other than that, we have to revert back to the old pen and paper.

CR Carrie Rayburn 39:39 More.

something like that.

- Collins, Valerie B 39:41 Yeah.
- **3007f533-8661-464a-9758-a3115490c9a8** 39:42 Yeah.

OK, I just thought it might give us a different perspective since you know our really we we wanna talk about identifying audiences or other stakeholders for outreach for the program.

And and creating that awareness.

So any thoughts along those lines for things that were not doing that?

You know, brainstorming and what?

What can we brainstorm here for the next few minutes?

We don't have brains working today.

It's not.

## CR Carrie Rayburn 40:28

Do we have like a list of our current like people that are already on considered our stakeholders?

I remember seeing one once, but I know it's not in the minutes on the screen.

I don't know if maybe that would help people kind of brainstorm along with it to see what's already listed there.

- KM Kevin Mullin 40:42 Ohh.
- **3007f533-8661-464a-9758-a3115490c9a8** 40:46 Well, that's a great suggestion.
- Robinson, Kimberly S 40:47
  Or the of events that are coming up.
- 3 3007f533-8661-464a-9758-a3115490c9a8 40:51
  No key stakeholders, so key stakeholders who who do we think are the key stakeholders for.
- Robinson, Kimberly S 40:53 I'm sorry, no.
- **3007f533-8661-464a-9758-a3115490c9a8** 40:59 Brant, this brain is spinal cord program.
- Robinson, Kimberly S 40:59 Yeah, we did.

We did have a list of that.

I don't think I can get my list quick enough for us.

- **3007f533-8661-464a-9758-a3115490c9a8** 41:08 That's OK.
- Robinson, Kimberly S 41:08 Let me go see.

## **3007f533-8661-464a-9758-a3115490c9a8** 41:08

Maybe we can have it for next time.

And while you're looking, Kim, so I wanted to ask is it do we start over for these topics?

I'm gonna send them to you, and you're gonna let me know.

What you have, but if there's some that need to be worked on, do we need to work on it within the meeting?

Because they know there's or.

Or can we assign, you know, a couple of people to work on it together?

I know there's rules around how we have to communicate.

## Robinson, Kimberly S 41:44

Yep.

So if if anybody is gonna work, we would have to have a subcommittee because you have to work together at a meeting.

You can't work individually.

**3007f533-8661-464a-9758-a3115490c9a8** 41:55

Right.

It's independent, OK.

CR Carrie Rayburn 41:58

OK, I found our list of stakeholders on our Charter.

Is it OK if I list those?

- Robinson, Kimberly S 42:04 Ohh yeah, thank you.
- CR Carrie Rayburn 42:05

It's Florida residents with moderate to severe traumatic brain or spinal cord injuries. Their families and caregivers?

Florida licensed Hospitals, Florida license rehabilitation facilities, the Brain Injury Association of America, brain Injury, Florida Center for Independent Living, the United States Brain Injury alliance, healthcare professionals and other local, state and federal government organizations.

**3007f533-8661-464a-9758-a3115490c9a8** 42:35 OK, so that's great.

Do we think that we are connecting with all of those stakeholders?

I know we're still working on rehab lists and a map of the rehabs, if you will, and I.

Becky will be forwarding you the list for the HOA ones.

- I got that approval and I sent you posed to keep medical already, I think and.
- Robinson, Rebecca 43:01

  And I haven't gotten any responses back on those, and I've sent them out twice, Jill.
- **3007f533-8661-464a-9758-a3115490c9a8** 43:07 OK, good to know. OK.
- CR Carrie Rayburn 43:09 Ohh wow.
- **3007f533-8661-464a-9758-a3115490c9a8** 43:12 I wonder if they went to their junk.
- Carrie Rayburn 43:12 Umm. Another.

**3007f533-8661-464a-9758-a3115490c9a8** 43:15 How about?

I was gonna ask.

Maybe I could forward it out to the group.

Would I be able to forward out the link?

- Robinson, Kimberly S 43:26
  I think it has to come from biscuit.
- **Robinson, Rebecca** 43:28 Ask to come from, yeah.
- **3007f533-8661-464a-9758-a3115490c9a8** 43:30 OK, OK.
- Higdon, Brian 43:31 Yeah. What is this?
- CR Carrie Rayburn 43:32 They've had.
- HB Higdon, Brian 43:32
  What is this list of organizations?
- **3007f533-8661-464a-9758-a3115490c9a8** 43:37 Yeah, just the rehab.
- Robinson, Kimberly S 43:37 I'm.
  I'm I'm and.
- 3007f533-8661-464a-9758-a3115490c9a8 43:38
  Because when that was going to be our next group that we talk, you know that was

targeted, they did the trauma facilities first and now we were going to the rehabs with that survey.

HB Higdon, Brian 43:48

Gotcha.

Gotcha.

Well, do you had mentioned like the Center for Independent Living and Things like that.

What was the list of?

Robinson, Kimberly S 43:57

I'm trying to get to my Charter here and find it and pull it up for you guys.

- Higdon, Brian 43:58 Yep.
- CR Carrie Rayburn 44:00
  Yeah, those were our stakeholders.
  Ah, with the ones that I coming out.
- HB Higdon, Brian 44:05

Alright.

Gotcha.

Gotcha is is too quick one of those.

- CR Carrie Rayburn 44:11 What's that acronym?
- HB Higdon, Brian 44:13
  Uh, the the Florida Committee on Trauma.
- CR Carrie Rayburn 44:18
  It is not less.

- Higdon, Brian 44:18 I think.
- Robinson, Kimberly S 44:20 I don't think so.
- HB Higdon, Brian 44:22 Alright, but that's the one.

I'm I have participated in but but I think can really.

You had mentioned that you had participated with them somehow or in some capacity.

- Robinson, Kimberly S 44:34 Uh, no comments call.
- Higdon, Brian 44:37 Maybe.
- Robinson, Kimberly S 44:39

Well, I worked with Kate when Kate was the trauma administrator.

I worked with her on some communication with the commas.

HB Higdon, Brian 44:45 Not.

Robinson, Kimberly S 44:49

Call I got on one Commons call not too long ago, mostly because I wanted to hear what it was and be skipped.

Came up because y'all were working on standards and I haven't.

I haven't gotten on another one since then.

I haven't had time.

Chester, Don 45:06
There's, there's still working on standards.

- Robinson, Kimberly S 45:06
  - But I have a list.

Yeah, I they'll be working on it for a while.

I'm sure I've been speaking with Mike Lefler.

- Chester, Don 45:17 Umm.
- Robinson, Kimberly S 45:20

  He is the one covering trauma right now.
- CD Chester, Don 45:23 Yeah.

I think they've hired somebody new, but Mike is still coordinating things.

- Robinson, Kimberly S 45:29 Correct.
- 3007f533-8661-464a-9758-a3115490c9a8 45:31
  I do think, though, to your point, Dr Higgin, that that that's a maybe they should be listed as a key stakeholder.
- HB Higdon, Brian 45:47 Community, yeah.
- **3007f533-8661-464a-9758-a3115490c9a8** 45:47 Group.

And create awareness within the trauma.

Carrie Rayburn 45:50

What about the PM and our doctors association?

With that be appropriate to list them to reach out to.

Chris is the Florida only that you're in?

- Higdon, Brian 46:00 I mean.
- CR Carrie Rayburn 46:02
  I know you've mentioned it before.
- HB Higdon, Brian 46:04

You could I?

I mean, it's a uh, yeah, it's not as official as as like these other ones.

Like it's just a small kind of group of group of doctors. I don't.

Uh, I don't.

Maybe talk about Doctor Albania can explain more, but it's just like we have an annual conference and there's an annual letter annual newsletter.

But it's not a big organization that I you might call a stakeholder, but it's a good way to like, get, get, get the word out.

CR Carrie Rayburn 46:33

OK.

Then.

HB Higdon, Brian 46:37

But did we don't like develop standards and things like that?

- CR Carrie Rayburn 46:42 Right. OK.
- Valbuena Valecillos, Adriana D 46:43

Yes, I agree.

I think it will help to disseminate, but it will not replace the rest.

- Carrie Rayburn 46:49 Right.
- Robinson, Kimberly S 46:51

OK, here's your charter.

Here's your stakeholders took me a while to find it in my folders.

- **3007f533-8661-464a-9758-a3115490c9a8** 47:06 Alright.
- Higdon, Brian 47:08 OK.
- 3007f533-8661-464a-9758-a3115490c9a8 47:12
  So yeah, we talked about adding one, so we'll we can put that on for approval.
  I guess when we approve the Charter at the next meeting, correct sex with me, yeah.
- Robinson, Kimberly S 47:21 Yes.
- Higdon, Brian 47:23 Mm-hmm.
- Robinson, Kimberly S 47:23

  Yep, that will probably be a in the spring.

  I don't think I want to do another May meeting, so we might do it a little sooner.

May didn't work out well either so.

**3007f533-8661-464a-9758-a3115490c9a8** 47:38 But not November.

Robinson, Kimberly S 47:40

Well, we're doing November.

We're still working on November.

Umm, the state is just opening up, so we have to get past all of this opening of the state and then Caitlin and I are focusing on uh, the November meeting.

So we're ahead of the game on it already.

Uh, but then so that'll be the face to face meeting.

And then the virtual one.

I'm thinking in April I don't have it set in stone, but I I don't think may worked out that well.

It was really tough with the hotels, a lot of people booking April.

My concern is now we're getting into spring breaks, so and I try to space them about six months apart.

That's what I try, so, but we gotta get it done sooner early enough so that.

- Higdon, Brian 48:28 Umm.
- Robinson, Kimberly S 48:33

  Umm, all the expenses hit this state year and they don't roll into next year.
- Higdon, Brian 48:34 Yeah.
- **3007f533-8661-464a-9758-a3115490c9a8** 48:36 Sure.
- Robinson, Kimberly S 48:39
  There's a lot of coordination that has to go into it that I won't bore you guys with.
  That's my job.
- Higdon, Brian 48:47 Yeah, OK.
- **3007f533-8661-464a-9758-a3115490c9a8** 48:47 Yeah, the fun part.
- Robinson, Kimberly S 48:49
  But yeah, that's the fun part.
- HB Higdon, Brian 48:50
  Yeah, but the next one is gonna be same same location.
  Exactly right.

Robinson, Kimberly S 48:57

Uh as of right now, yes, we're we're gonna try and work with that same hotel.

HB Higdon, Brian 48:59

OK.

OK.

Robinson, Kimberly S 49:03

We had a couple of hiccups that came up after the conference with them, so we have to work out those hiccups so that they don't occur again.

And that's what Caitlin and I will be addressing.

**3007f533-8661-464a-9758-a3115490c9a8** 49:19

OK, so I heard from audiences that we might want to connect with.

We we talked about the PMR association.

Are there any other audiences that anybody?

Has thoughts around to.

You know, connect and create awareness around with with our program.

Robinson, Kimberly S 49:41

What was that?

I was.

Who is the group you're gonna be having a table with this fall?

DA Dubrocq, Jose A 49:48

I'm no it's, yeah, in September.

It's two of them.

One is for the Miami or the spinal cord awareness at Jackson Memorial Hospital and then the 21st, which is a Saturday with the first disability.

It's at the query Gables.

No, Coral Gables.

The Westchester Library and that's another event both.

- Robinson, Kimberly S 50:11 OK.
- **3007f533-8661-464a-9758-a3115490c9a8** 50:14 Cool.
- Robinson, Kimberly S 50:18

  So those are the only events that we have on our agendas for now.
- **3007f533-8661-464a-9758-a3115490c9a8** 50:23 Alright.

Well, very good.

We are approaching the close of the hour.

So, does anybody have anything else that they want to bring up or want to put on the agenda for next meeting?

Alright, I am going to.

Send Kim the the five topics, and she's gonna research that out.

Umm and.

That is the biggest, biggest follow up for this next meeting.

Do I have a motion to adjourn?

- CD Chester, Don 51:10 So moved.
- Higdon, Brian 51:12 2nd.
- 3 3007f533-8661-464a-9758-a3115490c9a8 51:13
  Alright, thank you.
  So we are adjourned until next time.
- Robinson, Kimberly S 51:18
  Alright, have a good day.

- Chester, Don 51:19 Thank you.
- CR Carrie Rayburn 51:19
  Thank you for.
- Valbuena Valecillos, Adriana D 51:20
  Bye have a.
- Valbuena Valecillos, Adriana D 51:21 Good day.
- **3007f533-8661-464a-9758-a3115490c9a8** 51:21 Thank you.
- Collins, Valerie B 51:21 Yeah.
- KM Kevin Mullin 51:22 Bye bye.
- WM Wanecski, John M 51:23
  Take care.
- Casavant, Robert stopped transcription