DBHR COVID-19 weekly call

Hosted by: Division of Behavioral Health and Recovery
Tuesday, May 5, 2020
12 to 1:30 p.m.
DBHR COVID-19 weekly call

Welcome! We will begin at 12 p.m.

- It is always a good idea to close other windows.

- If participating via phone
  - Click OK and mute your computer speakers.
  - Be sure to enter your unique Audio PIN, if you haven’t already.

For help with the webinar email Ray.Horodowicz@hca.wa.gov
Disclaimer

• This webinar is being recorded and will be posted to the HCA COVID-19 page.

• This recording is open to public disclosure.

• Please do not disclose any private or confidential information.
Webinar Controls

- **Grab Tab** – Allows you to open/close the Control Panel, mute/unmute your audio (if the organizer has enabled this feature) and raise your hand.

- **Audio pane** – Displays audio format. Click Settings to select telephone devices.

- **Hand** – click to raise hand. Click again to lower.

- **Attendee List** – Displays all the participants in-session.

- **Questions pane** – Allows attendees to submit questions and review answers (if enabled by the organizer). Broadcast messages from the organizer will also appear here.
How to Raise Your Hand

This means that your hand is down

This means that your hand is up
Q/A

Topics: *Please note topic in beginning of question. “[Topic]:[Question]”*

- SUD Prevention Programs
- Mental Health Promotion and Suicide Prevention Grants
- Telehealth/Billing Guide/Insurance
- Adult SUD Treatment
- Youth BH Treatment
- Opioid Treatment
- Adult MH Treatment
- Recovery Supports

- Foundational Community Supports (FCS)
- Problem Gambling
- Peer Support Services
- Finance/Rates
- Patient/Staff Safety
- SERI/BHDS
- Zoom
Agenda

• Welcome and Introductions
  – Keri Waterland, PhD, MAOB, DBHR Director

• Updates from HCA
  – Michael Langer, Deputy Director

• Provider Needs Check-in
  – Michael Langer, Deputy Director

• Messaging
  – Kennedy Soileau, Deputy Director of Communications; Melissa Thoemke, Communications Consultant; and Sarah Mariani, Section Manager, Substance Use Disorder Prevention And Mental Health Promotion Section

• Q/A
TYPES OF SELF-CARE

**PHYSICAL**
- Sleep
- Stretching
- Walking
- Physical release
- Healthy food
- Yoga
- Rest

**EMOTIONAL**
- Stress management
- Emotional maturity
- Forgiveness
- Compassion
- Kindness

**SOCIAL**
- Boundaries
- Support systems
- Positive social media
- Communication
- Time together
- Ask for help

**SPIRITUAL**
- Time alone
- Meditation
- Yoga
- Connection
- Nature
- Journaling
- Sacred space
Updates from HCA

- **General**
  - ACH COVID-19 Support
  - WA Tech – Gov Delivery

- **Prevention**
  - ONDCP Letter and Resources
  - Webinars and calls continue through May.
  - Alcohol Awareness Message
  - National Prevention Week - [National Prevention Week](#)

- **Treatment**
  - Behavioral Health Institute Telehealth
  - Training and TA - [https://bhi-telehealthresource.uwmedicine.org/](https://bhi-telehealthresource.uwmedicine.org/)
  - Provider Survey - [https://www.surveymonkey.com/r/TM6DHWZ](https://www.surveymonkey.com/r/TM6DHWZ)

- **RSS**
  - Approximately 4000 cell phones have been distributed to vulnerable individuals across the state
  - Temporary rate increase for FCS service providers is being reviewed and information should be released soon.
Provider Needs Check-in

How can we help you?
Messaging

Coping during COVID-19 is hard.

It’s ok to ask for help.

https://coronavirus.wa.gov/spread-facts/partner-toolkit
Mental and emotional well-being public education campaign

- What is the public education campaign
- Foundational messaging
  - It’s ok to ask for help
  - What you’re feeling is normal
  - Resources are available
- Our approach
- Resources available at [www.coronavirus.wa.gov](http://www.coronavirus.wa.gov)
- What are your messaging/resources would be helpful?
Infographics and other resources

Washington State Health Care Authority

Washington State COVID-19 Joint Information Center
AARP Washington
In partnership with Teach With AARP

Spread the Facts
Tips for older adults and their families to Stay Home, Stay Healthy

EPISODE 4
“Avoid Social Isolation & Loneliness” Thursday, April 30th

Mental and emotional well-being
Where can I find support for my mental health and well-being?
This can be a stressful time. It is normal that you or your loved ones might feel anxious, sad, scared or angry. You are not alone. It is okay to seek out and ask for help. The resources here are a good place to start.

In a crisis?
• Suicide Prevention Lifeline: 800-273-8255
• Crisis Connections: 866-4-CRISIS (866-427-4747)
• Crisis Text Line: Text HOME to 741741
• Crisis Connections connects people in physical, emotional and financial crisis to services through 24-hour Crisis Line, Teen Line, WA Recovery Help Line, and WA Warm Line

You
• Care for Your Coronavirus Anxiety Toolkit
For questions after the webinar

For questions related to Behavioral Health services:
• Email: HCADBHRBHCovid19@HCA.WA.GOV
• Type the topic of your question in the subject line.
• Subject line should include topic of questions so that it can triaged to the appropriate subject matter expert

For Managed Care Organization Provider Finances:
• Email: HCAmcprograms@hca.wa.gov
• For behavioral health treatment providers contracting with the MCOs that cannot cover operation costs over next 2-4 weeks or with outstanding claims payment issues.
• Subject line should be URGENT FINANCIAL CONCERNS or subject line “outstanding payment due”

For RFP questions, send by email to the RFP Coordinator at HCAProcurements@hca.wa.gov
DBHR Resources - General

- **HCA Weekly Newsletters**
- **List of Treatment Providers Reduction and Closures of Facilities** - [https://www.hca.wa.gov/assets/program/covid-19-provider-program-impact-list-20200330.pdf](https://www.hca.wa.gov/assets/program/covid-19-provider-program-impact-list-20200330.pdf)
- **BH Providers Connect Listserv** - please visit the sign-up page here: [https://www.thewashingtoncouncil.org/bhprovidersconnect/](https://www.thewashingtoncouncil.org/bhprovidersconnect/)
- **Success Stories** – email **HCADBHRBHCovid19@HCA.WA.GOV** subject line “success stories”
- **Zoom** - [www.hca.wa.gov/hca-offers-limited-number-no-cost-telehealth-technology-licenses-providers](http://www.hca.wa.gov/hca-offers-limited-number-no-cost-telehealth-technology-licenses-providers)
  
  Please allow 4 business days to process our requests. If you do not hear within that timeframe and want to know your status, send a note to **HCADBHRBHCovid19@HCA.WA.GOV**.
- **DBHR All Provider COVID-19 Calls** - Tuesdays at noon through May 5; every other week starting May 19th
DBHR Resources – SUD Prevention and MH Promotion

• **Prevention Information** – [https://www.theathenaforum.org/COVID19](https://www.theathenaforum.org/COVID19)

• The **Washington Healthy Youth (WHY) Coalition** website at [www.starttalkingnow.org](http://www.starttalkingnow.org) and its [Facebook page](https://www.facebook.com) with up-to-date resources for parents during times of stress.

• **Smoke or vape? Consider trying to quit**- People who smoke may be more likely to develop serious health complications from COVID-19. Call 1-800-QUIT-NOW or visit [doh.wa.gov/quit](http://doh.wa.gov/quit)

• **Join Center for CTC staff on May 6th to learn about delivering Guiding Good Choices sessions in an online format.** This session is the first in a series for current GGC workshop leaders who need to adapt to our new virtual delivery environment. Register in advance for this meeting: [https://washington.zoom.us/meeting/register/tJMscuutqDgqHNO3izHNaDGQjE2Rk5JKZQy](https://washington.zoom.us/meeting/register/tJMscuutqDgqHNO3izHNaDGQjE2Rk5JKZQy)

**Resources to Support Student Well-Being & School Safety**

**Webinars for Prevention Providers and Parents:** Webinars are being recorded and will be posted. Sessions for next 2 weeks:

- May 4, 12:00 – 1:00pm - Community of Practice: Adjusting Parenting Programs
- May 5, 12:00 – 1:00pm - Virtual Session for Parents: Family management and resiliency: Families, stress and coping (in English and Spanish)
- May 5, 1:00 – 1:45pm - Webinar: Mentoring Match Closure
- May 6, 11:00 – 12:00pm - COVID-19 Px Providers Call
- May 12, 9:00 – 10:30am - How to understand and use your CPWI Community Survey reports
- May 12, 1:30 – 2:30pm - A Return to... Normal?: How Trauma May Affect Prevention and How We Can Respond
- May 13, 12:30 - 1:00pm - COVID-19 Prevention Professionals Support call
- May 13, 6:30 - 7:30pm - Virtual Session for Parents: Family management and resiliency: Families, stress and coping (Spanish)
- May 14, 6:30 – 7:30pm - Virtual Sessions for Parents: Learning how to read your child’s non-verbal language

Registration for all calls and webinars can be found here - [https://www.theathenaforum.org/COVID19](https://www.theathenaforum.org/COVID19)
DBHR Resources – BH Treatment

- **Certification Testing**: The National Certification Commission for Addiction Professionals (NCC AP) is pleased to be able to offer distance proctoring for all of its *national credential and endorsement exams* and for *state licensure* on behalf of many state licensing/certification boards!

- **BH Financial Assistance**: Continued work with MCOs to address BH provider financial needs


- **Optional Weekly Call WA OTP - COVID-19 Planning**: Every Thursday from 1:30 to 2:45 p.m. (360) 407-3811; Access code 8923139#

- **Supervision Plans as required by the Medicaid BH State Plan**: To provide Medicaid services, providers must submit a plan to HCA describing how they will implement and operationalize clinical supervision of all staff with less than a Masters Degree in a behavioral health field. This plan must be sufficiently detailed to address when and how staff will receive clinical supervision. All plans must be sent to [HCADBHRBHCovid19@hca.wa.gov](mailto:HCADBHRBHCovid19@hca.wa.gov) with the Subject line: *Supervision Plan*. We will contact you if there are any questions about your plan.
DBHR Resources – Recovery Support Services

• **Resources from the Housing & Homelessness Calls through the Washington Low Income Housing Alliance**
  – We have made updates to the Housing Alliance's COVID-19 Resources Page! [https://www.wliha.org/covid-19-resources](https://www.wliha.org/covid-19-resources)
  – Post Moratorium zero-interest loans through Commerce for tenants to maintain tenancy: [https://www.commerce.wa.gov/serving-communities/homelessness/landlord-fund-programs/tenancy-preservation/](https://www.commerce.wa.gov/serving-communities/homelessness/landlord-fund-programs/tenancy-preservation/)
  – Here’s the LIHEAP web page: [https://www.commerce.wa.gov/growing-the-economy/energy/low-income-home-energy-assistance/](https://www.commerce.wa.gov/growing-the-economy/energy/low-income-home-energy-assistance/)
  – Is your landlord trying to evict you during the eviction moratorium? The Attorney General can help enforce your rights. Visit this page to file a formal complaint. Note: please only use this link for this particular purpose. Please don’t use this for advocacy or other purposes.
  – The Dept. of Health is soliciting applications for Emergency Language and Outreach Service Contracts to ensure equitable access to materials and information throughout the state. Learn more here: [https://www.doh.wa.gov/Emergencies/NovelCoronavirusOutbreak2020COVID19/CommunityContracts](https://www.doh.wa.gov/Emergencies/NovelCoronavirusOutbreak2020COVID19/CommunityContracts)
  – Here is more general pandemic health info in over 30 languages, [https://covid19healthliteracyproject.com/](https://covid19healthliteracyproject.com/)
  – To learn more about the Unemployment Law Project, visit their website: [https://unemploymentlawproject.org/](https://unemploymentlawproject.org/)

• **Resources for the individuals we serve:**

• **Resources and information for FCS, RSS providers**
  – Corporation for Supportive Housing (CSH) is holding forums for supportive housing providers to join a community of like organizations and access resources. [https://csh.csod.com/client/csh/default.aspx?ReturnUrl=https%3a%2f%2fcsh.csod.com%2fphnx%2fdriver.aspx%3frouname%3dSocial%2fCommunities%2fCommunityWithFeed%26Root%3d4](https://csh.csod.com/client/csh/default.aspx?ReturnUrl=https%3a%2f%2fcsh.csod.com%2fphnx%2fdriver.aspx%3frouname%3dSocial%2fCommunities%2fCommunityWithFeed%26Root%3d4)
  – The Washington Low Income Housing Alliance is hosting a weekly call with the Department of Commerce. These calls provide updates on housing resources, policy changes and funding resources to address homelessness in the midst of the Covid-19 crisis. [https://zoom.us/meeting/register/uuYoc-mhpjk8gA2TNBF_aOYw6HOQ_MRyA](https://zoom.us/meeting/register/uuYoc-mhpjk8gA2TNBF_aOYw6HOQ_MRyA)
  – Temporary rate increase for FCS service providers is being reviewed and information should be released soon.
Other Resources

- **Department of Health** - [https://www.doh.wa.gov/emergencies/coronavirus](https://www.doh.wa.gov/emergencies/coronavirus)


- **Mental Health Technology Transfer Center Network** - Telehealth Learning and Consultation (TLC) Tuesdays. This weekly online series for providers who are unfamiliar with telehealth launches March 31, 2020, and continues through the end of April 2020. [https://mhttcnetwork.org/centers/northwest-mhttc/resources-covid-19-behavioral-health-workforce](https://mhttcnetwork.org/centers/northwest-mhttc/resources-covid-19-behavioral-health-workforce)

- The **Addiction Technology Transfer Center (ATTC) Network**, the Center for Excellence on Protected Health Information (CoE-PHI), the National Consortium of Telehealth Resource Centers, and the Center for the Application of Substance Abuse Technologies (CASAT) at the University of Nevada - Reno (UNR) are facilitating a FREE, national online discussion and resource sharing opportunity for substance use disorder (SUD) treatment providers and peer support specialists faced with transitioning their services to the use of telephone and videoconferencing methods in response to COVID-19 social distancing guidelines. [https://telehealthlearning.org/telehealth/](https://telehealthlearning.org/telehealth/)

- The **Addiction Technology Transfer Center (ATTC) Network**, and the Prevention Technology Transfer Center (PTTC) Network are facilitating a FREE, national online discussion and resource sharing opportunity for the substance use (SU) prevention, treatment, and recovery workforces focused on emerging issues around social determinants of health (SDH) and COVID-19. [PTTC Network](https://telehealthlearning.org/telehealth/)

- **Northwest MHTTC** and the **Behavioral Health Training, Workforce and Policy Innovation Center** of the BHI are partnering to present an 8-session telehealth learning series for behavioral health providers across the continuum of behavioral health care in Washington State in response to COVID-19. For more information on the training series - **Click Here**. The webinar series will meet twice weekly for four weeks and will address a variety of topics related to telehealth, including operational and administrative issues (such as billing), equipment and technology requirements, and strategies to provide effective clinical care. Webinars are held on: Wednesdays from 2 - 3pm PT and Fridays from 11am - 12pm PT
Laptops are only available during the COVID-19 pandemic, providers who receive a laptop will be given instructions for return at a later date

- HCA has a limited number of laptops for use with the Zoom teleconferencing software
- Who can request a laptop?
  - Medical or Behavioral Health providers and prevention and recovery based organizations who do not have access to a laptop (or the resources to obtain one) in order to offer services during the COVID-19 pandemic.


- Cell Phones - being distributed to priority populations.

- Success Stories for telehealth – email to [HCADBHRBHCOVID19@HCA.WA.GOV](mailto:HCADBHRBHCOVID19@HCA.WA.GOV) subject line “success stories”
Behavioral Health Institute (BHI) Telehealth Rapid Response – Training and TA Plan

- **Launched Telehealth Resource Website** – https://bhi-telehealthresource.uwmedicine.org/
- **Training** - 4 Week, 8 session training starts tomorrow. Register on the website
- **Statewide provider survey** released this week to all BH treatment agencies. Strategic Oversight Committee launched - Meeting Agenda and information on Website. https://www.surveymonkey.com/r/TM6DHWZ
- **Webinar: Staying Connected & Involved While Physical Distancing: A Washington State Conversation** - The link to the resources from the webinar can be found at http://www.tucollaborative.org/keeping-connected-while-staying-apart/

**Contacts:**
- Jim Vollendroff: vollenj@uw.edu  |  Melody McKee: melmckee@uw.edu  |  Cara Towle - ctowle@uw.edu
Housing Resources and Changes

Michele Thomas, Director of Policy and Advocacy, Washington Low Income Housing Alliance and Housing Alliance Action Fund

- Commerce issued $30M to communities.
- Options for mortgage holders whose payments are impacted by COVID-19.
- Options for renters whose payments are impacted by COVID-19.
- Options for Housing Authority renters and tenants whose incomes have been impacted by COVID-19.
- Links:
  - [https://www.commerce.wa.gov/covid-19-homeless-services/](https://www.commerce.wa.gov/covid-19-homeless-services/)
  - National Low Income Housing’s COVID page: [https://nlihc.org/responding-coronavirus](https://nlihc.org/responding-coronavirus)
  - [https://www.wliha.org/covid-19-resources](https://www.wliha.org/covid-19-resources)
  - Washington 211: [https://wa211.org/](https://wa211.org/)
  - Washington LawHelp: [https://www.washingtonlawhelp.org/](https://www.washingtonlawhelp.org/)
  - [http://www.homeownership-wa.org/](http://www.homeownership-wa.org/)
  - Dept of Commerce’s "Coordinated Entry Programs by County page: [https://deptofcommerce.app.box.com/v/CEAccessPoints](https://deptofcommerce.app.box.com/v/CEAccessPoints)
  - [https://fortress.wa.gov/atg/formhandler/ago/COVID19EvictionComplaintForm.aspx](https://fortress.wa.gov/atg/formhandler/ago/COVID19EvictionComplaintForm.aspx)
  - You can file a complaint via phone by calling 1 (833) 660-4877 and leaving a general message by selecting option 1.
Q/A

Topics: Please note topic in beginning of question. “[Topic]:[Question]”

- SUD Prevention Programs
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