

# DBHR COVID-19 bi-monthly call

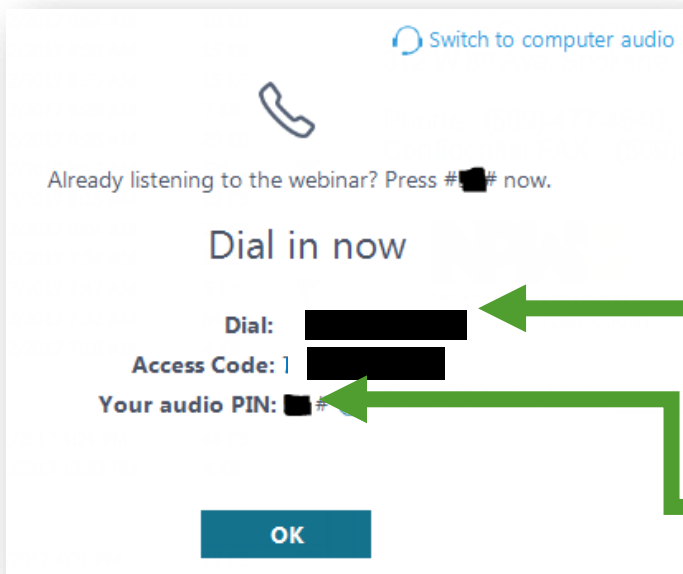
---

**Hosted by: Division of Behavioral Health and Recovery**  
**Tuesday, May 19, 2020**  
**12 to 1:30 p.m.**

# DBHR bi-monthly 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.



Switch to computer audio

Already listening to the webinar? Press # [redacted] # now.

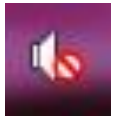
Dial in now

Dial: [redacted]

Access Code: 1 [redacted]

Your audio PIN: [redacted] #

OK



For help with the webinar email  
[Ray.Horodowicz@hca.wa.gov](mailto:Ray.Horodowicz@hca.wa.gov)

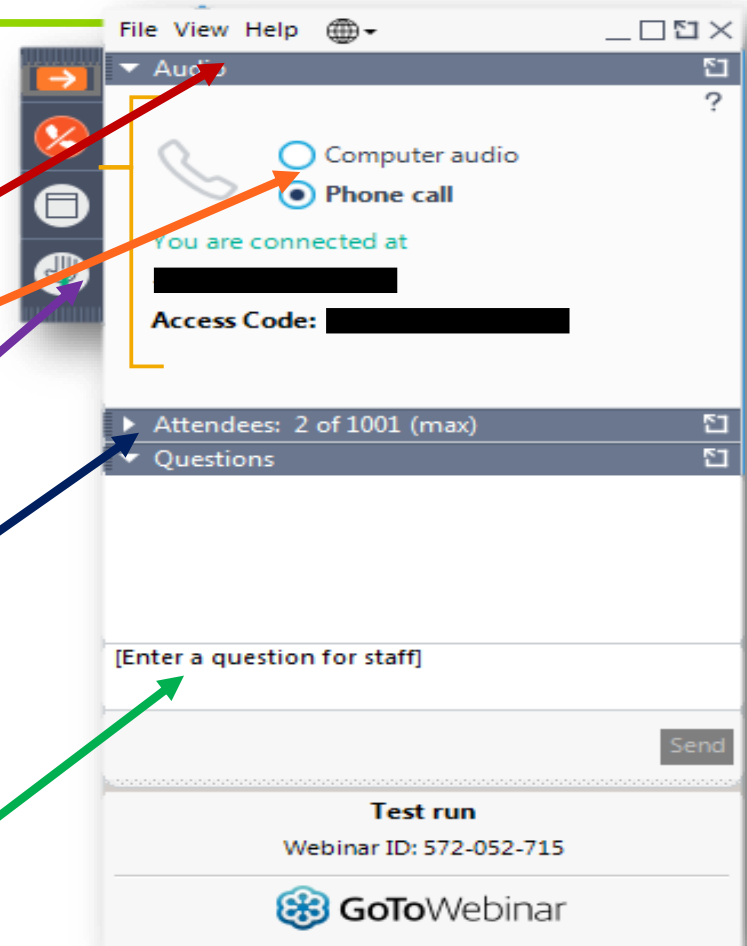
# Disclaimer

---

- ▶ 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.

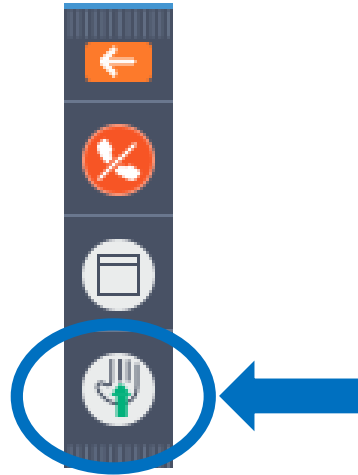
# Webinar controls

- **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.

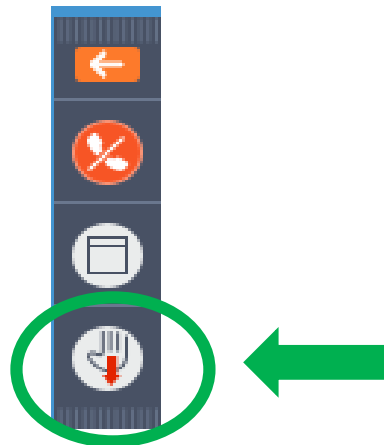


# How to raise your hand

---



This means that your hand is down



This means that your hand is up

# Please label your questions

---

- ▶ Problem gambling
- ▶ Foundational Community Supports
- ▶ Prevention Programs
- ▶ Mental Health Promotion and Suicide Prevention Grants
- ▶ Telehealth/Billing Guide/Insurance
- ▶ Treatment
- ▶ Peer support
- ▶ Telehealth
- ▶ Billing, financial, codes
- ▶ Zoom license

# Agenda

---

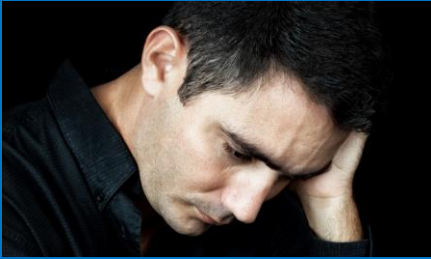
Subject	Who
• <b>Welcome</b>	• Keri Waterland, DBHR Director
• <b>Behavioral health trends</b>	• Trevor, Covington, DOH
• <b>Accountable communities of health</b>	• Susan McLaughlin, Healthier Here ACH
• <b>HCA updates</b>	• Michael Langer, Deputy Director
• <b>Patient and staff care</b>	• Charissa, Fotinos, MD
• <b>Telehealth for program participants</b>	• Evelyn Clark, DBHR
• <b>Questions</b>	• All

# Keri Waterland, Director DBHR

---

- ▶ Cell phone update
- ▶ Foundational Community Supports (FCS) rate increase
- ▶ Understanding compassion fatigue





# Understanding Worker Compassion Fatigue

## Tips for Disaster Responders

Signs of Compassion Fatigue	Tips for Coping
Frustrated and/or cynical	Focus on the four core components of resilience: sleep, nutrition, physical activity, and active relaxation (e.g. yoga or meditation)
Tired—even exhausted—and overwhelmed	Drink enough fluids to stay hydrated
Disconnected from others, lacking feelings, indifferent	Take time for conversations, not work-related, with co-workers, friends, and family.
Depressed	Complete basic hygiene task like combing your hair, brushing your teeth, and changing clothes.
As if you need to use alcohol or other mind-altering substance to cope	Wash up after your work shift. Think of it as a symbolic “washing away” of the hardness of the day.
As if nothing you can do will help	Celebrate successes with your fellow workers

*Download the SAMHSA Behavioral Health Disaster Response Mobile App to access a directory of BH service providers*



## STATEWIDE BEHAVIORAL HEALTH FORECAST -MAY UPDATE-



Washington State  
Health Care Authority

# Purpose & Development

---

## **Purpose:**

- Provide a brief, initial forecast of behavioral health impacts
- Captures key concepts and models

## **How it was made and caveats:**

- Created by DOH's Behavioral Health Strike Team based on literature review, informed by data (*much more* to be added over time)
- Caveats:
  - Extrapolated based on existing research, incident is novel
  - Highly subject to future waves, government actions, social and economic impacts
  - Will be routinely revised

## Key Things: Changed or Added

---

Upwards of two to three million Washingtonians could experience behavioral health symptoms consistent with acute stress, anxiety, or depression within the next 6 months.

Integrated information about impact of unemployment, specifically around deaths of despair

- 1% increase in unemployment = ~1-1.6% increase in suicide rates
- 5% unemployment (Great Recession) = 103 additional suicides
- 20% (Great Depression)= 412 additional suicides

Information around crimes and domestic violence:

- 25% *decrease* in other offenses, 17% *increase* in domestic violence

Report incorporates forecasting for multiple pandemic scenarios (+trauma cascade)

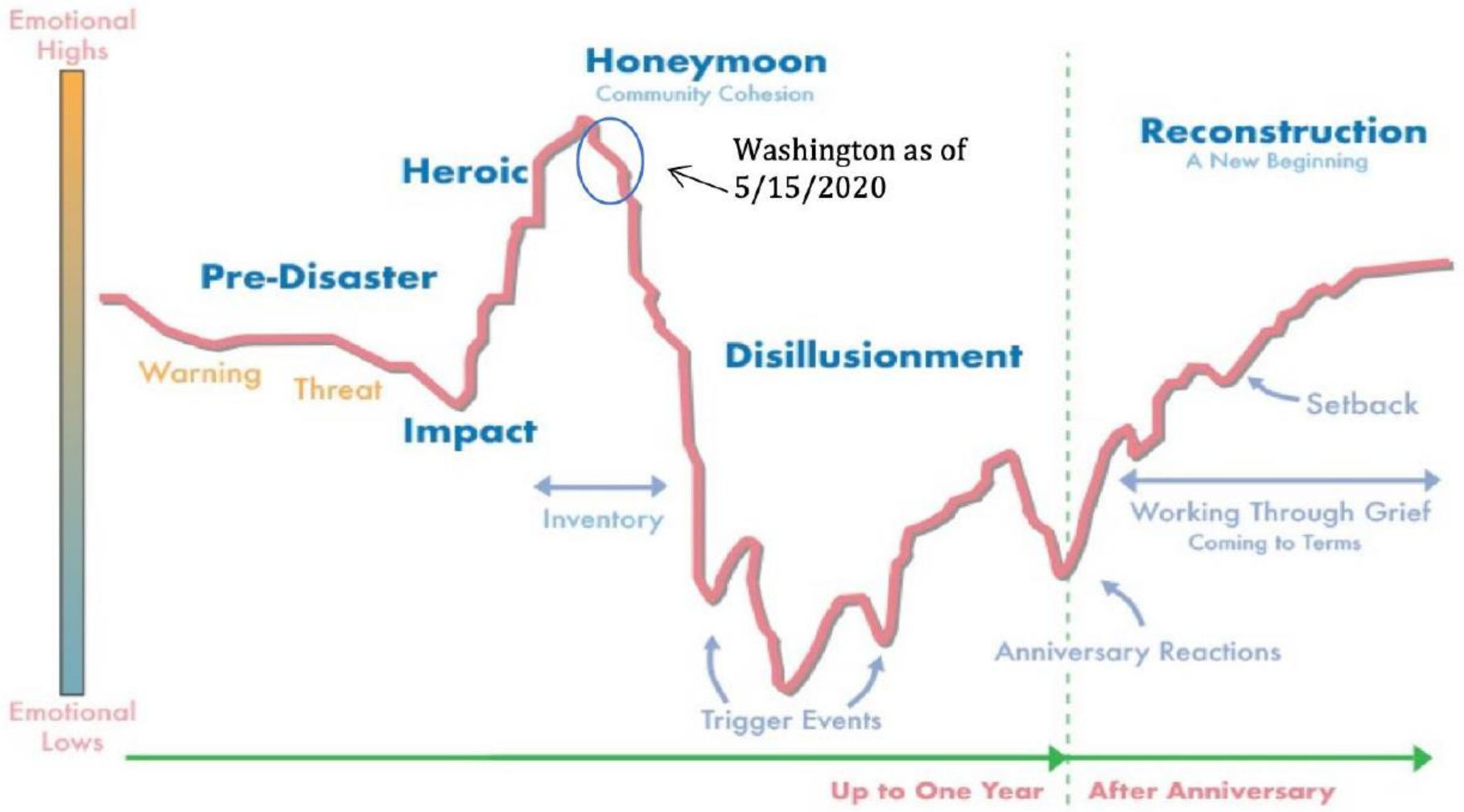
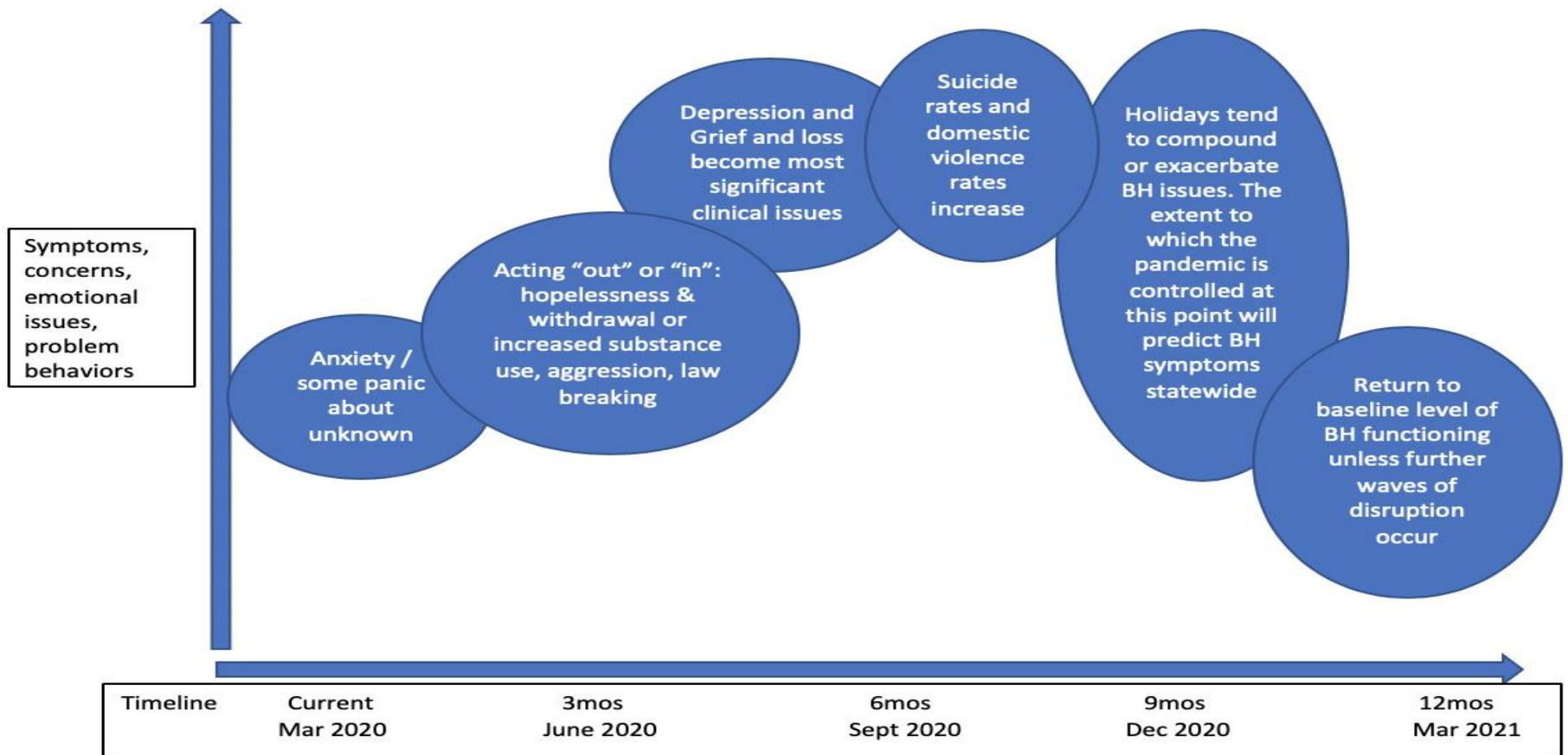


Figure 1. Reactions and Behavioral Symptoms in Disasters: SAMHSA

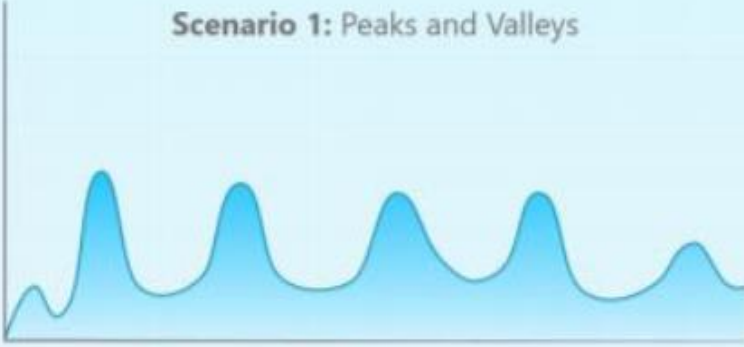




**NOTE:** Where people start on this chart is strongly predicted by their baseline level of functioning BEFORE the outbreak / pandemic, | and the degree to which they have SOCIAL SUPPORT and use ACTIVE COPING SKILLS. If the situation comes to a resolvable level after 12 months, the VAST majority of people will return to their baseline level of functioning. If the situation cascades, then the emotional and behavioral responses become compounded over time.

# Possible Pandemic Wave Scenarios for COVID-19

### Scenario 1: Peaks and Valleys



### Scenario 2: Fall Peak



### Scenario 3: Slow Burn

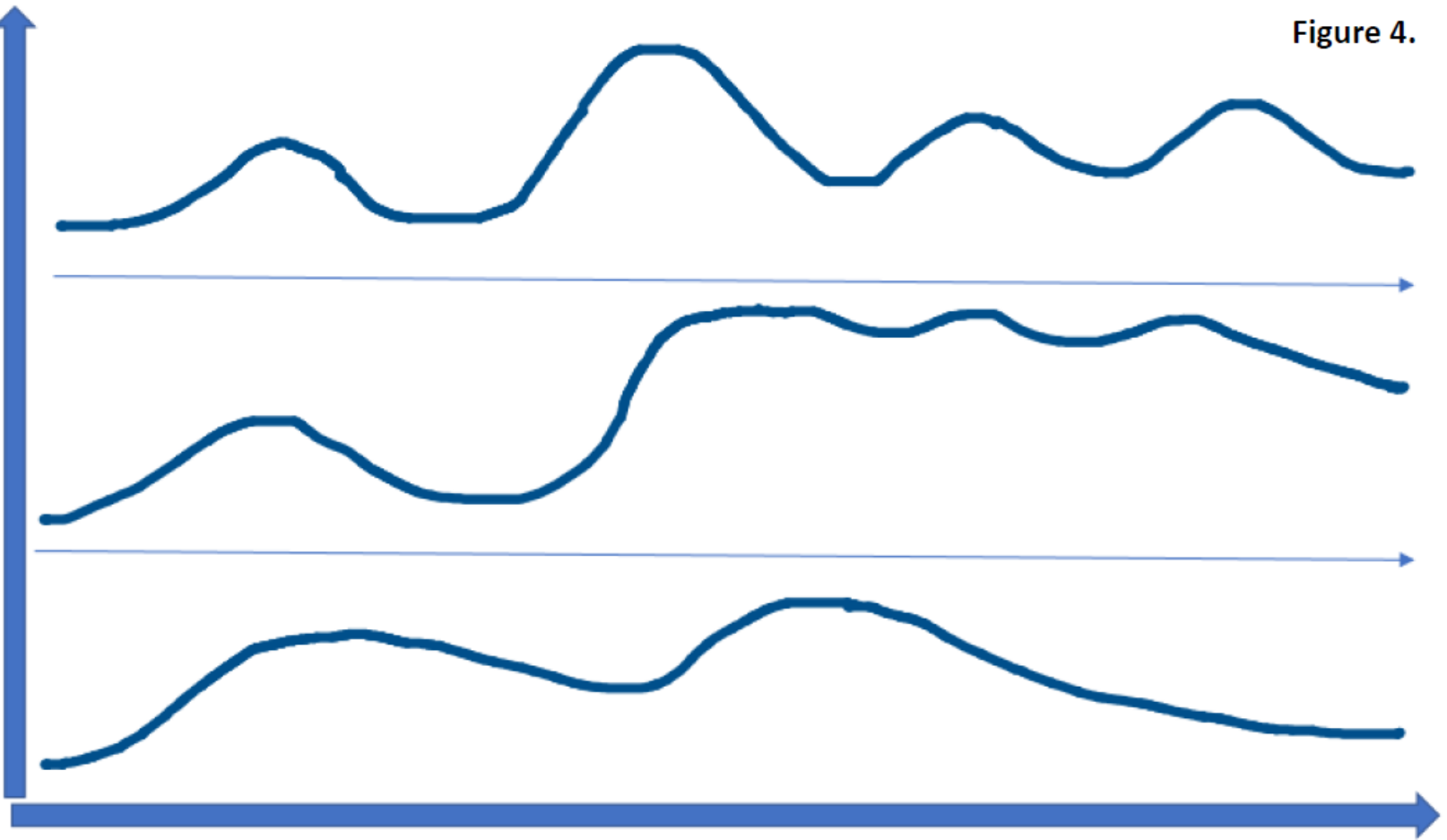


Figure 4.

Behavioral Health Symptoms across the population for Scenario #1

Behavioral Health Symptoms across the population for Scenario #2

Behavioral Health Symptoms across the population for Scenario #3



Timeline	Month of Outbreak	3 mos post-outbreak.	6 mos post-outbreak	9 mos post-outbreak	12 mos post-outbreak	15 mos post-outbreak
Scenario #1	Low	Medium	High	Medium	Low	Low
Scenario #2	Low	Medium	High	High	Medium	Low
Scenario #3	Low	Medium	Medium	High	Medium	Low



Questions?

---



Washington State Department of Health is committed to providing customers with forms and publications in appropriate alternate formats. Requests can be made by calling 800-525-0127 or by email at [civil.rights@doh.wa.gov](mailto:civil.rights@doh.wa.gov). TTY users dial 711.



## Washington's Accountable Communities of Health

- ▶ Accountable Communities of Health (ACHs) stand ready to partner as Washington navigates the COVID-19 crisis. ACHs coordinate and elevate regional and local voices in health care delivery, serve as a bridge between health care and social services providers, and reflect the strengths and needs of their communities. We bring together health care providers, health insurers, public health, social services, community-based organizations, the criminal justice system, schools and local government leaders, as well as sovereign Tribal nations, to improve the health of our communities.

# On-the-ground assistance to clinical and community providers

---

- ▶ **Disseminating information** on best practices treatment and care recommendations
- ▶ Providing **training and technical assistance** on telehealth or telephone encounters
- ▶ Helping to leverage COVID-19 capacity building investments to **address business impacts**
- ▶ Acting as a **bridge** between clinical efforts and community response and resources
- ▶ Providing support to programs critical to **maintaining community health and resiliency**
- ▶ **Connecting community members to needed supports** such as housing, delivery of food or clothing, or other needs to help individuals and communities remain healthy and safe
- ▶ Ensuring **maximization of investments** via local, state and federal resources.

# Michael Langer, Deputy Director, DBHR, HCA updates

---

## ▶ General update

- ❖ Go to [Childcare aware](#) for information about childcare during COVID-19. You can also call 1-800-446-1114
- ❖ Check out the updated [governors page](#) on Coronavirus.

## ▶ Prevention

- ❖ PX COVID-19 posted on [the Athena Forum](#)
- ❖ Webinars and calls continue through May.
- ❖ To date we have hosted over 40 webinars since mid-march reaching over 1,750 participants
- ❖ Virtual Spring Youth Forum Wednesday, May 20- over 200 participants registered.

## ▶ Treatment

- ❖ Behavioral Health Institute Telehealth
- ❖ [Training and TA](#)
- ❖ [Provider Survey](#)

## ▶ Recovery support services

- ❖ First Certified Peer Counselor (CPC) virtual training was completed. Contact [peersupportprogram@hca.wa.gov](mailto:peersupportprogram@hca.wa.gov) with questions.
- ❖ [Washington Recovery Alliance \(WRA\)](#) is holding the second, annual recovery summit virtually on June 1.
- ❖ 5000 donated cell phones have been distributed/are in the process of being distributed.

# SUD and MH promotion resources

---

- ▶ The Washington Healthy Youth (WHY) Coalition [website](#) and its [Facebook page](#) with up-to-date resources for parents during times of stress.
- ▶ [Resources to Support Student Well-Being & School Safety](#)

# Webinars for prevention providers and parents

---

**To date we have hosted over 40 webinars since mid-march reaching over 1,750 participants.**

- ▶ Webinar sessions for next two weeks
  - ▶ May 18, 4:30 – 5:30pm - Virtual Session for Parents: Family management and resiliency
  - ▶ May 21, 12:00 – 1:00pm - COVID-19 Px Providers Call
  - ▶ May 21, 4:30 – 5:30pm - Virtual Session for Parents: Family management and resiliency (Spanish)
  - ▶ May 21, 1:00 – 2:00pm - Understanding and Managing Anxiety: Youth, Mentors, and Staff
  - ▶ May 27, 12:30 – 1:00pm - COVID-19 Prevention Professionals Support Call
  - ▶ May 27, 9:00am - 6:00pm - CLI and CPWI Community Consultations
  - ▶ May 28, 11:00am - 12:00pm – ORN Sustainability Webinar
- ▶ Register for all calls and webinars [here](#).

# DBHR treatment resources

---

## ▶ **Certification training**

- ❖ [National Certification Commission for Addiction Professionals \(NCC AP\)](#)
- ❖ [National credential and endorsement exams](#)
- ❖ [state licensure](#)

## ▶ **Behavioral health financial assistance**

- ❖ [Billing FAQ](#)

## ▶ **Supervision plans as required by the Medicaid BH state plan**

- ❖ [Email HCADBHRBHCVID19@hca.wa.gov](mailto:HCADBHRBHCVID19@hca.wa.gov) with the Subject line: *Supervision Plan*. We will contact you if there are any questions about your plan.

## ▶ **Weekly call WA Opioid Treatment Program-COVID-19 planning**

- ❖ Every Thursday from 1:30 to 2:45 p.m. (360) 407-3811; Access code 8923139#



# DBHR recovery resources

---

- ▶ **Resources from the housing & homelessness calls through the Washington low income housing alliance**
  - ▶ [COVID-19 Resources Page](#).
  - ▶ [Zero-interest loans](#)
  - ▶ [FAQs and Clarifications](#) regarding LIHEAP and LIRAP.
  - ▶ Washington State Office of Attorney [General eviction moratorium complaint page](#)
  - ▶ The Dept. of Health is [soliciting applications for Emergency Language and Outreach Service Contracts](#)
  - ▶ [General pandemic health info](#) in over 30 languages.
  - ▶ [The Unemployment Law Project](#).

# Housing resources

---

▶ Link for housing resources:

- ▶ [National Low Income Housing's COVID page](#)
- ▶ [Department of Commerce COVID-19 information](#)
- ▶ [Washington Low Income Housing Alliance COVID-19 resources](#)
- ▶ [Washington 211](#)
- ▶ [Washington LawHelp](#)
- ▶ [Washington homeownership resources](#)
- ▶ [Dept of Commerce's "Coordinated Entry Programs by County](#)
- ▶ [COVID-19 Eviction complaint form](#)
- ▶ You can file a complaint via phone by calling 1 (833) 660-4877 and leaving a general message by selecting option 1.

# DBHR telehealth resources

---

- ▶ HCA has a limited number of laptops for use with the Zoom teleconferencing software.
  - ❖ [Loaner Laptop Application](#)
- ▶ **Cell Phones**
  - ❖ being distributed to priority populations.
- ▶ **Success Stories for telehealth**
  - ❖ email to [HCADBHRBHCVID19@HCA.WA.GOV](mailto:HCADBHRBHCVID19@HCA.WA.GOV) subject line "*success stories*"

# Behavioral Health Institute telehealth rapid response training and TA plan

---

- ▶ Behavioral health institute training and technical assistance for telehealth
- ▶ Information for individuals receiving telehealth services
- ▶ Statewide provider survey released to all BH treatment agencies
- ▶ Telehealth resource website
- ▶ **Webinar: Staying Connected & Involved While Physical Distancing: A Washington State Conversation**
  - ❖ Register
- ▶ **Contacts**
  - ❖ Jim Vollendroff: vollenj@uw.edu, Melody McKee: melmckee@uw.edu, Cara Towle, ctowle@uw.edu

# Other resources

---

- ▶ [Statewide wireless hotspot map](#)
- ▶ [Guidance for law enforcement and first responders who administer Naloxone](#)
- ▶ [Department of Health](#)
- ▶ [World Health Organization](#)
- ▶ [SAMHSA](#)
- ▶ [Telehealth Learning and Consultation \(TLC\) Tuesdays.](#)
- ▶ [Addiction Technology Transfer Center \(ATTC\) Network,](#)
- ▶ [Center for Excellence on Protected Health Information \(CoE-PHI\),](#)
- ▶ [National Consortium of Telehealth Resource Centers](#)
- ▶ [Center for the Application of Substance Abuse Technologies \(CASAT\)](#)
- ▶ [Prevention Technology Transfer Center \(PTTC\) Network](#)
  
- ▶ [Behavioral Health Training, Workforce and Policy Innovation Center](#)
- ▶ DOH created a COVID-19 & Smoking/Vaping: New [Infographic](#) to Share is Out Now – Translated into 9 Additional Languages.

