



# Executive Director's Meeting

February 3, 2021

City of Philadelphia

 **DBHIDS**

DEPARTMENT of BEHAVIORAL HEALTH  
and INTELLECTUAL disABILITY SERVICES



# Welcome

Dr. Jill Bowen, Commissioner

City of Philadelphia

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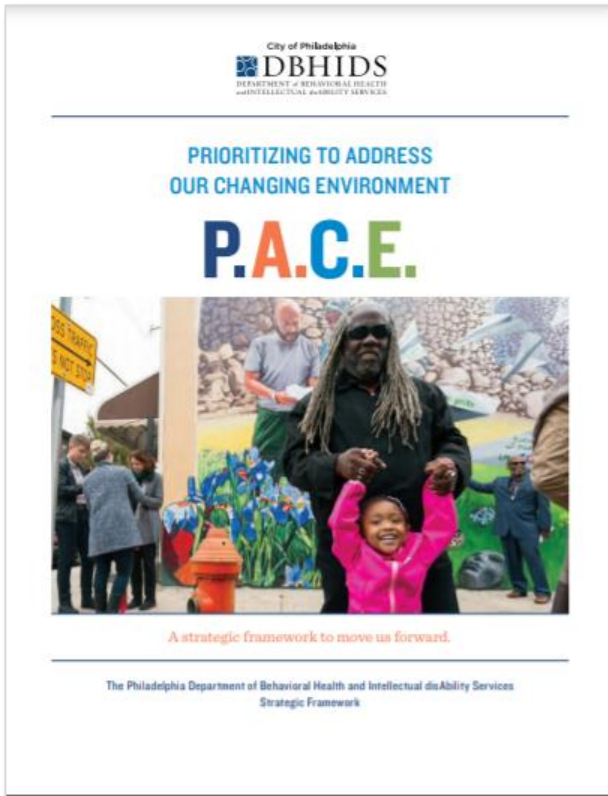


# Trauma Equity Community (TEC)

Jill Bowen, PhD  
Commissioner

City of Philadelphia  
 **DBHIDS**  
DEPARTMENT of BEHAVIORAL HEALTH  
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# TEC Vision: Addressing Trauma, Achieving Equity, and Engaging Community



Layers on top of our Strategic Plan, P.A.C.E.

Provides a lens to prioritize and focus on transformation initiatives

# T: *Addressing Trauma*

## Understanding what we mean by trauma

**Definition:** A single or collection of distressing experiences which result in challenges managing ones' spiritual, mental, and emotional well-being

**Goal:**  
Transform operations to be trauma-informed and trauma-mitigating





# T: *Addressing Trauma*

## Addressing Systemic Trauma

Use a trauma-informed lens

**Charge:** Reduce traumatic experiences within systems

Evaluate systems throughout the continuum: Identify processes and practices that multiply traumas

Change processes/practices to be trauma-responsive, trauma-informed, and trauma-mitigating

Shift systems to be *trauma-reducing*



## T: Trauma Example

### KidsPeace Children's Hospital



Utilizes a Trauma Assessment titled Trauma History Questionnaire



All KidsPeace Children's Hospital Associates are trained in UKERU

Ukeru (the Japanese word for "receive") is a safe, comforting and restraint-free crisis management technique developed by and for behavioral health caregivers and educators

## E: *Achieving Equity*

**Definition:** Equity: The centering of creating opportunities and changes to a space or system so that marginalization doesn't unjustly predict one's success, and ultimately improves outcomes for all.

**Goal:** Transform systems to reduce behavioral health disparities and promote racial equity amongst Black, Indigenous, and people of color (BIPOC).



## E: Achieving Equity

### Addressing Equity

Use an equity-focused lens

**Charge:** Intentionally address structural and institutional racism

Evaluate systems throughout the continuum: Identify processes and practices that facilitate disparities

Shift systems to *achieve equity*





## E: Equity Example

### Carson Valley Children's Aid (CVCA)

In July 2020 the CEO began a series of all staff forums called **CVCA Conversations** to raise awareness about systemic racism and transform organizational culture

**Topics:** institutional racism, implicit bias training, legislative priorities related to eliminating racism, microaggressions, racial health disparities, and self-care

As a result of the **CVCA Conversations** an *"Inclusion Council"* will be appointed. The council will formalize a plan to survey the CVCA climate and begin to identify inequities to be resolved. The council will also advise the CEO on future topics and speakers for monthly conversations.

## C: *Engaging Communities*

**Definition:** Community: Any group of people with the same affiliation and impacted by the same experience (i.e., workplace, schools, social groups)

Community: A feeling of fellowship with others, as a result of sharing common attitudes, interests, and goals

**Transform systems to engage, empower, and integrate community**

**Goal:** Shift services to be increasingly community-based

**Goal:** Sustainment through integrating initiatives more fully into communities and neighborhoods



# C: *Engaging Communities* Communities

## Engaging Communities

Leverage the wisdom of communities and the experience of providers

Use a community-first lens

### **Charge:**

Shift services from institutions into community settings





## C: Community Example

### JEVS Human Services: Making Hope Happen

A collaborative partnership among JEVS Community Integrated Recovery Center (CIRC), JEVS Looking Forward Philadelphia Reentry Program, and Sunday Breakfast Rescue Mission

Provides people with a history of justice involvement who are living in emergency or transitional housing with mental and behavioral health supports and employment services.

Services are designed to meet participants where they are in their individual recovery journeys, and to foster connections within the community that participants need to take their next steps towards achieving their goals.

# Trauma

**Trauma  
Informed  
Services  
(PHMC)**

**Trauma  
Informed Care  
Initiative (The  
Summit  
Academy)**

**Trauma  
Assessment  
(KidsPeace)**

**UKERU  
(KidsPeace)**

**Explorer  
(KidsPeace)**

# Equity

**Conversations  
for Equity  
(CVCA)**

**DEI  
Governing  
Council  
(PHMC)**

# Community

**Community  
Advisory  
Boards  
(PHMC)**

**CIRC, Looking  
Forward,  
Sunday  
Breakfast  
Partnership  
(JEVS)**




## TEC TALKS



Live video interviews, highlighting and aligning existing TEC efforts



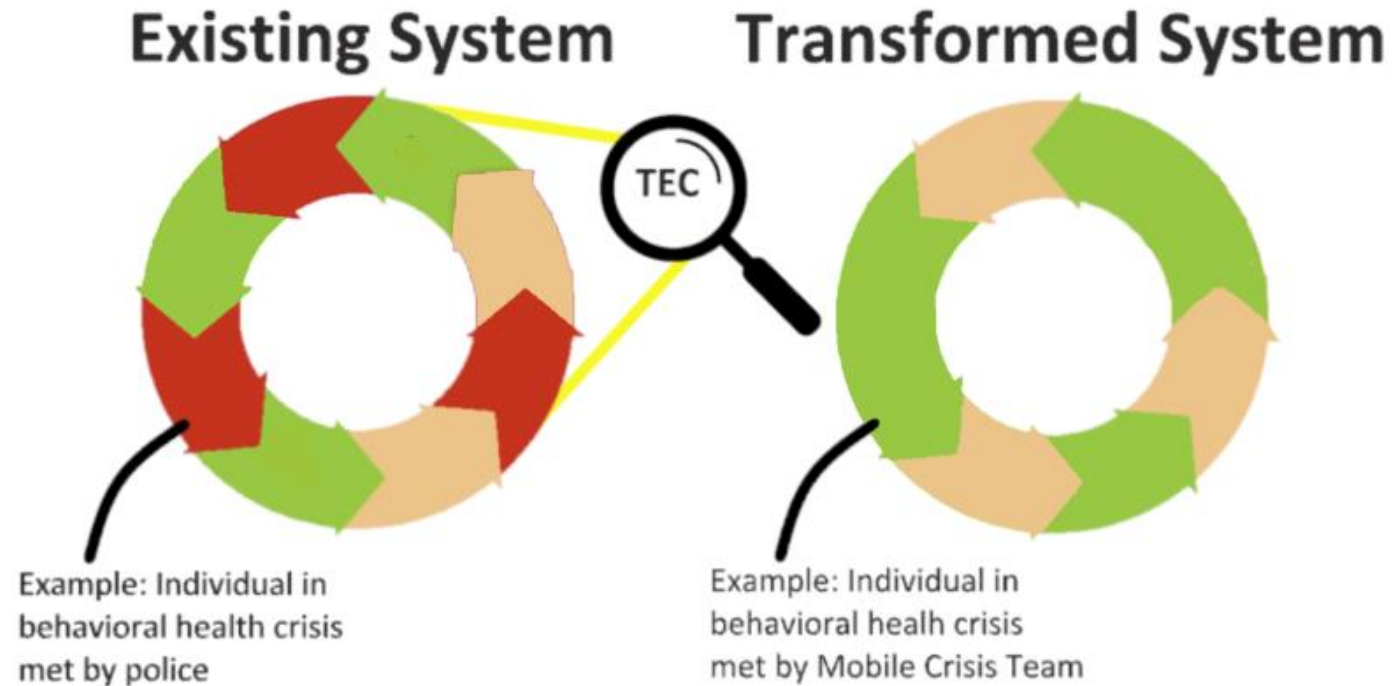
Released monthly via social media



Promotion and Support from Communications Subcommittee of the DBHIDS Advisory Board

# Transformation

Using a TEC Lens to transform a negative score to a positive score by shifting and removing processes and practices that *negatively layer on top of trauma* with those that *positively mitigate against trauma*





# Thank You

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# CBH Updates

Dr. Faith Dyson-Washington

Dr. Don Tavakoli

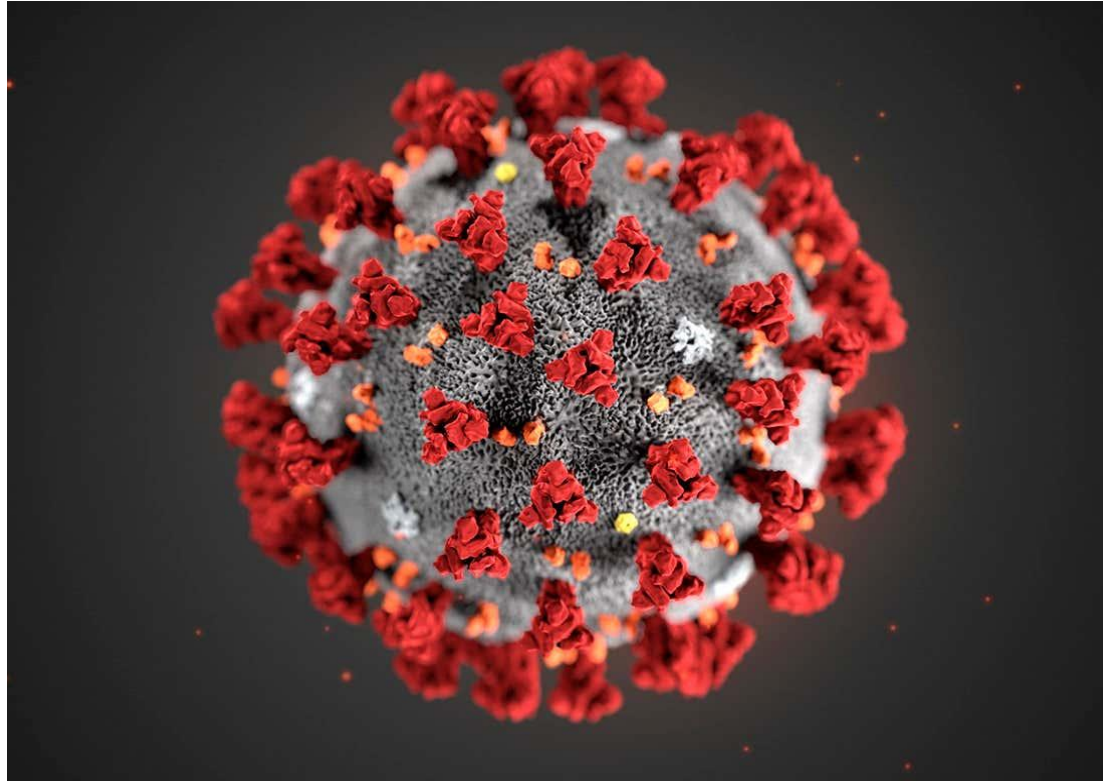
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APA UPDATES





DISPARITY  
LECTURE  
SERIES



**Seeking Health Equity and  
Challenging Hopelessness**

Margarita Alegria, PhD

Massachusetts General Hospital and  
Harvard University

**Wednesday, February 24, 2021**

1:00 p.m. to 2:15 p.m.




**Early Language Environment in  
Philadelphia: Diagnosis and  
Intervention**

Flavio Cunha, PhD

Rice University

**Tuesday, March 9, 2021**

2:00 p.m. to 3:15 p.m.





# SSDI MEMBER APPLICATIONS



Community Legal Services assists members with their appeals where SSI disability has been denied.



CLS needs cooperation from our Provider Network to be successful for our members



COVID-19 has impacted staffing however, HIPAA's requirement to allow Members to access their records has not changed.



Reported issues with being able to access records, that in some cases, they have been waiting more than 60 days – this will cause individuals to lose their benefits.

**Community Behavioral Health: Provider Notice Provision of Treatment Records in SSI Disability Cases on March 3, 2020**





**WE WANT  
TO HEAR  
FROM YOU**

**TAKE OUR  
SURVEY**

**PROVIDER  
SATISFACTION  
SURVEY**



Soliciting feedback from Executive Leadership and relevant staff regarding the interactions CBH has had with your agency over the past year.




Responses to this survey must be completed by **February 12th, 2021**.



The survey begins with questions that focus on your satisfaction with CBH as a whole and then progresses to more specific, departmental questions.



We would like your organization to complete as many relevant sections as possible.





# PROVIDER SATISFACTION SURVEY



Respondents may complete the Provider Satisfaction Survey in its entirety or choose to answer the section(s) of the survey that are most relevant to them.



Some organizations will assign staff to independently complete appropriate sections, others may elect to work collaboratively and generate a single, comprehensive response.



Survey available online at [www.surveymonkey.com/r/9CBCZ83](http://www.surveymonkey.com/r/9CBCZ83) or *A PDF of all questions is available upon request*



Erin Maloney, Quality Improvement Specialist, at [erin.maloney@phila.gov](mailto:erin.maloney@phila.gov) can answer any questions or assist with technical difficulties in completing the survey.

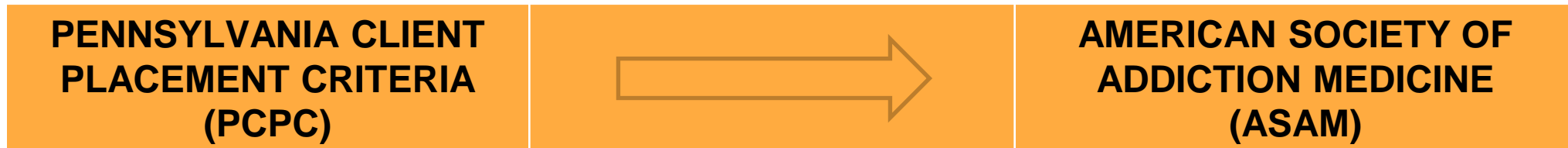





# ASAM Transition

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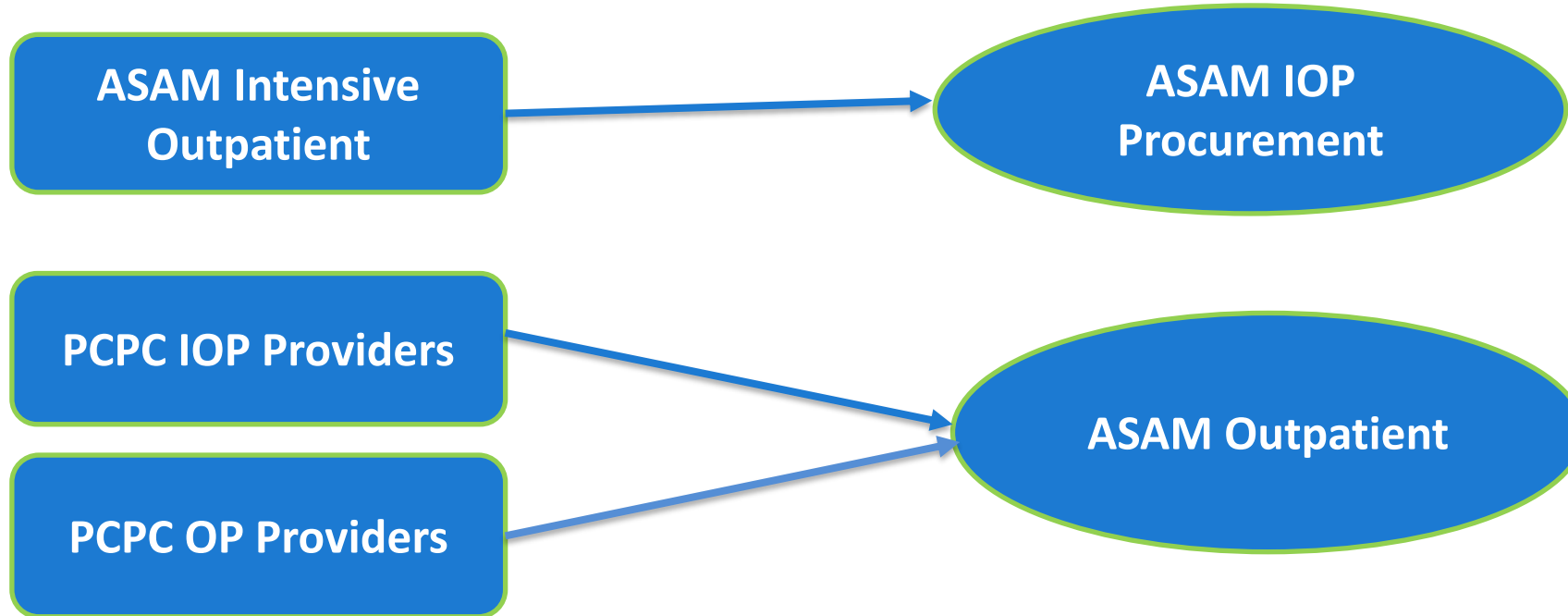
- As of January 1, 2019, Pennsylvania transitioned to ASAM Medical Necessity Criteria for Substance Use Levels of Care



- CBH now uses the ASAM Medical Necessity Criteria for Utilization Management
  - To fully implement ASAM across the CBH provider network, providers must be aligned with the appropriate Level of Care (LOC) under the ASAM criteria
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# ASAM Outpatient Transition

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# ASAM 1.0 (Outpatient) Transition

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## Provider Performance Standards


- Describe expectations for quality of care in outpatient substance use treatment delivery for adults whose treatment services are funded through Community Behavioral Health (CBH)
  - Articulate combination of best practices and requirements for outpatient substance use treatment programs
  - Offer a guide for providers to design and monitor their programs
  - Establishes metrics for monitoring quality of care
- 



# ASAM 1.0 (Outpatient) Transition

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## Alternative Payment Arrangement (APA)

- Transition all providers in this level of care away from the fee for service (FFS) reimbursement model
  - Establishes minimum necessary services to receive payment while creating flexibility for individualized care
  - Incentivizes performance for successful outcomes (Initiation and Engagement, MAT, Maintenance of Recovery)
- 



# ASAM Outpatient (OP) Highlights

<b>Setting</b>	<ul style="list-style-type: none"><li>● <b>DDAP License for Outpatient treatment</b></li></ul>
<b>Staffing</b>	<ul style="list-style-type: none"><li>● Medical and Psychiatric consultation available 24/7 by phone <i>(should have MOU with CRC &amp; ED).</i></li><li>● Certified or licensed counselors <i>(minimum one (1) CADC certified staff member per treatment site).</i></li><li>● Physician with prescribing authority <i>(or association with).</i></li></ul>
<b>Training</b>	<ul style="list-style-type: none"><li>● Co-occurring capable <i>(staff conducting assessments must be capable of assessing co-occurring conditions).</i></li><li>● All staff should complete Mental Health First Aid.</li></ul>





## ASAM Outpatient (OP) Highlights

<b>Clinical</b>	<b>Fewer than 9 hours of clinical contact hours per week</b>
<b>Outpatient Groups</b>	Maximum group size for group psychotherapy is 10 members. Psychoeducation is not a billable service for this LOC.
<b>Member Access</b>	Requirement to provide treatment availability after 5PM and on weekends to accommodate members with schedules that preclude appointments during “business hours.”





# Chief Medical Officer Updates

**Dr. Sosunmolu Shoyinka, CMO**

City of Philadelphia

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## Crisis 2.0 Updates

- Request for Information (RFI) process.
- 



# Planning Innovation

Roland Lamb, Deputy Commissioner

City of Philadelphia



DEPARTMENT of BEHAVIORAL HEALTH  
and INTELLECTUAL disABILITY SERVICES

Volume 1: February 11<sup>th</sup> – 20<sup>th</sup>



"A festival is a finite amount of time - an anthology is a celebration of the stories that fill our lives all year round."

# Beyond Numbness and Anger



Thursday, February 04, 2021

7:00 PM - 8:30 PM

**FREE EVENT**

In conversation with co-hosts Dr. Jean Wright and Gabriel Bryant, we'll discuss ways to move past numbness and anger toward wellness. The event is sponsored by The City of Philadelphia Department of Behavioral Health & Intellectual Disability Services' Engaging Males of Color (EMOC) initiative in collaboration with First Person Arts.

Join us for this rare, authentic moment when four males of color: Ali Siddiq and Che Guerrero, Dr. Neil Bardhan, and Activist Edwin Desamour talk about the true experiences that lead to these and other feelings.

[TICKET LINK](#)

Thursday, February 18, 2021 at 7:00 PM –FREE Event



**My Body is a Monument: An evening with Caroline Randall Williams and a special appearance by Sonia Sanchez**

My Body is a Confederate Monument,” received international attention in the movement to dismantle systemic racism because it exposed both the race- and gender-based violence perpetrated against Black women in the United States of America.

In addition to Ms. Randall Williams, this FREE event will also feature a conversation with four panelists including Trapeta Mayson, Philadelphia’s Poet Laureate, musical artist Ursula Rucker, Marangeli Mejia-Rabell, Co-Founder of AfroTaino.event, and the incomparable Sonia Sanchez.

[TICKET LINK](#)

## #US - Five People. One Moment: Love in the Heart of the City



### PODCAST

Monday 2/15 through Friday 2/19

**FREE** wherever you listen to your favorite podcasts.

Love in the Heart of the City” provides a window into the hearts and minds of men of color living in several of Philadelphia’s “arterial” corridors and neighborhoods.

This deep dive shows how the 1-2 punch of the pandemic and protests over police-involved homicides have impacted their emotional health and overall well-being. We invite you to join #US as we explore “Love in the Heart of the City”. Hosted by Gabe Bryant, produced by Stephanie Renée.

[TICKET LINK](#)



# Language Access Memo For Providers

Sarorng Sorn (she/her/hers)  
Director of Immigrant/Refugee Affairs and Language  
Access Services  
Division of Planning Innovation  
Diversity, Equity & Inclusion



## Federal obligations to provide language access

### Title VI



There are existing federal laws applicable to language access that include Title VI of the Civil Rights Act of 1964, which prohibit discrimination based on national origin.

Many federal programs, states, and localities also have provisions requiring language services for limited-English proficient (LEP) individuals.



# Local Laws

Home Rule Charter Amendment 8-600 on Language Access was passed in 2015 which now requires that all city departments, offices, boards and commissions have a(n):

- Language Access Plan
- Annual Report

In 2019 the requirements were expanded to include contractors and grantees providing services on behalf of the City.

A graphic for the Language Access campaign. At the top, a white box with a black border contains the text "Vote Yes On #3" in red, with "ON MAY 19TH" below it, flanked by horizontal lines. Below this, the words "LANGUAGE ACCESS" are written in large, bold, red capital letters. Underneath, in smaller black text, it says "1 in 5 Philadelphians speaks a language other than English at home", followed by a row of red dots. Below the dots, it reads "EQUAL ACCESS TO CITY GOVERNMENT" and "SHOULD BE A RIGHT TO ALL PHILADELPHIANS", also followed by a row of red dots. At the bottom, there is a paragraph: "The Language Access Charter Amendment, introduced by Councilwoman Quiñones Sánchez, will ensure uniform standards are followed by all city agencies, boards, and commissions including City Council, the City Commissioners, the District Attorney, & the Board of Revision of Taxes." Below the text are two overlapping black ribbons with white text: the top one says "#LanguageAccess" and the bottom one says "#PhillyGetsMe #YesOn3".



## DBHIDS Language Access Plan

### **DBHIDS Workforce**

- ✓ Development and implementation of Language Access Protocol
- ✓ Language access training (in person/e-learning course)
- ✓ Service plan (interpretation and translation) and annual report

### **Provider Workforce (2021)**

- Language access memo and dissemination
- Active monitoring to ensure language access for LEP residents who are uninsured or covered by Medicaid
- Collecting data and information for services provided by contractors and grantees
- Opportunities to learn more about language access via In person/e-learning courses



# Thank you!

Planning Innovation Division  
Diversity, Equity & Inclusion (DEI) Team

[DBHIDS.Diversity-Inclusion@phila.gov](mailto:DBHIDS.Diversity-Inclusion@phila.gov)  
[DBHIDS.org/DEI](https://DBHIDS.org/DEI)





- **Closing Remarks by Dr. Jill Bowen**
- **Next Meeting: Wednesday, April 7, 2021 at 9:00 AM**





# Thank you for joining us!

To be added to the Executive Director's distribution list for this meeting, please send your contact information to:  
[James.Peterson@phila.gov](mailto:James.Peterson@phila.gov)

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