

DBHIDS Executive Directors' Meeting
June 2, 2021
Meeting Notes

Dr. Jill Bowen opened the meeting at 9:00 AM.

- Today is the day that many mask restrictions will be lifted; looking forward to when we can meet again in person.
- New Director of Communications: Christina Crews (christina.crews@phila.gov)

Dr. Faith Dyson-Washington

CBH updates

- Alternate Payment Arrangement (APA) was put in place to sustain the provider network.
 - Community-based through September.
 - Bed based on July 1st.
 - All providers back onto fee for service October 1st.
 - The APA has been a great help to us all in sustaining the program through the pandemic.
 - We have received great feedback from our partners.
- Telehealth
 - OMHSAS is finalizing a bulletin on the future.
 - Will provide a feedback period as well. The State has been supportive of telehealth, and we anticipate continued options.
 - Telehealth is still currently under the emergency declaration.
- Communications Portal
 - RFP for a secure provider portal to streamline communication between us and our providers.
 - During the development we surveyed the providers.
 - We will keep this group updated.
- Community Autism Peers Specialist
 - Has been approved as a Medicaid service so it is now sustainable.
 - Many folks in our network and at DBHIDS have contributed to the model.
- Access to Treatment
 - There are flags raised around access to treatment particularly during the pandemic.
 - We will be conducting some secret shopper calls to get a better sense of access experience.
 - We want to be prepared to fully engage members when services are needed.

Dr. Sosunmolu Shoyinka

Chief Medical Officer Updates

COVID Vaccination

- All Philadelphians have been eligible for vaccination since mid-April.
 - Due to number to be vaccinated and the doses available, there had to be a staggered rollout.
- On vaccine hesitancy, we know people have some good reasons and worries about vaccines, we have partnered with the Philadelphia Department of Public Health (PDPH) to address this issue, including six webinars hosted by DBHIDS and PDPH.
- We have also engaged in some surveys. Around 50% are still expressing worries. We have concerns about the long-term effects of COVID which have not been discussed enough. Some experience long term cardiac and pulmonary effects as well as PTSD and depression.
- DBHIDS remains willing and ready to continue to discuss and strategize how to address this.
 - Part of our approach included the Boost Your Mood campaign.

Mobile Crisis Procurement

- As we seek to expand and improve our Adult Crisis Services, in response to the Request for Information (RFI), we received 14 responses which were used to develop the scope of services and in creating the Request for Proposal (RFP).
- We anticipate the RFP release in late June.
- Looking for two additional adult mobile crisis providers.

Jean Wright

Behavioral Health and Justice Division Updates

Co-Responder Program and Crisis Intervention Response Teams

- There are many partners with DBHIDS and the Philadelphia Police Department across the City of Philadelphia.
- Police response continuum, police-involved responses
 - Police Assisted Diversion, Crisis Intervention Team (CIT) training, and Crisis Intervention Response Teams (CIRT)
- Crisis intervention trained (CIT) police officer with a BH specialist with CIT experience.
- We have also trained 911 operators with a script to determine what kind of service and work with the dispatcher.
- Pathways to Access CIRT Teams:
 - Direct Dispatch – identifying and responding to BH crisis calls to 911,
 - Patrol support – responding to calls from patrol officers.
 - Self-Initiated – responding to calls heard over the police radios or by observed incidents.
- The current “pilot” program status: Four teams, Monday to Friday, 8:00 AM to 4:00 PM.
 - Two teams in ROC North and 2 teams in ROC South.
 - 1 CIT trained police officer paired with 1 MH professional.
 - Engage, screen, triage, de-escalate, assess, and link to treatment and/or community services as appropriate.
- Expansion plans to involve one provider through the RFP to increase coverage city wide for 24/7/365 with 3 CIRT teams and 1 CIRT outreach team operation per shift per ROC.
- CIRT Expansion via RFP:
 - RFP to be issued in August 2021, awardee to be selected in October 2021, start of operations in January 2022, and up to scale by June 2022.
- CIRT Services by June 2022
 - ROC North (NW, NE, & E) staffed by Merakey and PPD with 3 CIRT teams, 1 outreach team, and operating 24/7/365.
 - ROC South (Central, SW, & S) staffed by RFP Provider and PPD with 3 CIRT teams, 1 outreach team, and operating 24/7/365.
 - Operational hours based upon demand across shifts.

Roland Lamb

Planning Innovation

Ongoing film series which gives us an opportunity to continue conversations that are pressing in these times.

- “We Breathe, We Live”
(<https://video.why.org/video/we-breathe-we-live-brotherly-love-protest-stories-4tprzs/>)
 - Presented last month on WHYY and is available online through June 24, 2021.
 - Strongly recommend you watch it as it impacts what is going on in our City and our Nation.
- “OPIOIDS - A Breakdown of the Invisible Overdose Crisis in the Black Community.”
(<https://vimeo.com/555694090>).

- Breakdown of the invisible opioids crisis. This addresses the issue of language and the need to fully understand the intricacies of the opioid epidemic.
- Richard Patterson and Seve Hasema. It takes place in Philadelphia.
- If we can get everyone on this call to access and watch it, we could change the City.
- “Burden”
(<https://www.youtube.com/watch?v=ESpBa6N224o>)
- These videos will help us to continue this necessary conversation for our country.

Dr. Jill Bowen

Workforce Challenges

- TEC: Trauma, Equity, Community. I hope you hear that as we speak on these subjects. We have been experiencing multiple layers of trauma from the pandemic which added to existing traumas. You have heard some of these programs that involve the TEC program.
- The links to the resources from Dr. Shoyinka and Roland Lamb are very useful and powerful -Please, check them out –from the Boost Your Mood campaign to the vaccine resources, to the Planning Innovation videos.
- Just yesterday City Council put out a document requesting more resources for youth and youth trauma supports.
- We want to hear from you about how we can make sure there is full access within our system of care.
- Opened the discussion to the floor.

Betty from PATH

- Have experienced great difficulties hiring staff. Thinking of high school age employees. We cannot pay them the same level of pay that they may get from retail and food stores.
- We literally do not have people applying for jobs.
- This may be impacted by the number of women who are impacted due to schooling and childcare concerns.
- Some individuals are able to stay home due to the level of unemployment insurance.
- Many are not even applying for jobs.

Mary Doherty

- Agree totally with Betty and what is being written in the chat. We are experiencing a critical shortage of staff to hire or even to interview.
- Everything is relative, some organizations cannot compete and then others are also priced out. However, there are Catholic School teachers coming to CORA because CORA pays more than Catholic School; so the Catholic Schools are having hiring problems.

Tony Valdez

- Echoed the issues with staffing.
- Cited the difficulties in hiring of bilingual staffers.
- Noted also the issues with the School District drawing staff and potential staff with hirer pay.
- Agreed about virtual schooling raising difficulties.

Judy Dotzman

- We are vying with each other for staff.
 - Also cited the competition with the Philadelphia School District.
- We are experiencing great delays in opening services due to lack of staff.

Dawn Curry

- Also noted the competition with the school districts.
 - They can offer salaries with which we cannot compete as well as the draw of summers off.
- Struggling with parents sticking with home school/virtual classes.
- Some of the social consciousness of people is helping.
- Appreciative of the APA, but providers will experience struggles in September.
- Internally we are working to be creative to maintain our levels of staffing and levels of care.

Laura Jones

- We are starting to look at new graduates. Our clients' needs have gotten more complicated and there are concerns with hiring those who are new and are inexperienced.
- We have 80 vacancies.
 - Laura noted she is getting very little response from colleges when she calls them for links to graduates.
- We are doing signing bonuses and referral bonuses and agencies.
- Worried that we will not have the clinicians needed at the reopening in October.

Jill Bowen

- We have heard your concerns on hiring, competition, job pool.
- We all agree that this is a critical situation, and we will do everything we can to adapt and be flexible.
- This will be an ongoing conversation to think about what we can do to address workforce issues.
- Thank you all for your attendance and participation.

Meeting Ended at 10:01 AM

Next Meeting: October 6, 2021, at 9:00 AM

Notes prepared by Jay Peterson.