



Executive Director's Meeting

October 6, 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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Commissioner's Updates

Dr. Jill Bowen, Commissioner


City of Philadelphia



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Commissioner's Updates

- DBHIDS Leadership Changes
 - Tobacco Policy
 - Discussion
 - Workforce Challenges
- 

Farewell Deputy Commissioner Roland Lamb



Commissioner's Updates: Leadership Changes



Tierra Pritchett, EdD
Deputy Commissioner
Division of
Administration,
Finance & Quality



Nicole Connell, MEd
Chief of Innovation
and Effectiveness
Division of Planning
Innovation



H. Jean Wright II, PsyD
Deputy Commissioner
Behavioral Health and
Justice Division

Commissioner's Updates: Leadership Changes



Andrea L. Brooks,
MSW, LSW
Co-Director
Division of
Behavioral Health



**Katrina Pratt-
Roebuck, MBA**
*Senior Director of
Systems Integration*
Commissioner's
Office



Lolita J. Griffin, MEd
*Special Advisor to
Commissioner Bowen*
Commissioner's
Office



Recovery & Wellness Efforts: Integrating Tobacco Recovery

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Recovery and Wellness Efforts – Integrating Tobacco Recovery

Individuals with mental health and substance use disorders are a **tobacco use disparity group** as demonstrated by:

Disproportionate rates of use

More severe use

Industry targets

Disproportionate health burdens

Premature death

Economic burden

Limited treatment access



Policy Implementation Updates

This policy is not a ban

Treatment offered for substance use disorders includes tobacco

We are committed to improving how tobacco-free policies are implemented

Supports long-term recovery

Aligns with PA Commonwealth efforts





Next Steps

Implementation supports and team:



Tailored training



QI Learning Collab



BHTEN training series



Clinical Practice Guidelines



Website resources



Available Learning Management System



Reimbursement infrastructure



NRT utilization incentives



Telehealth Pilot



Support Team

For training and technical assistance,
please email Carol Larach:
carol.larach@phila.gov.

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Discussion and Feedback





Workforce Challenges

Vacancies

Job Fair

- DBHIDS is partnering with Philadelphia Works to host a job fair for our provider network at the Suburban Station CareerLink. CBH has confirmed 18 providers.
- Tentative Dates: *October 28th or November 4th* from 9am to 2pm.
- Once the date is confirmed, Philadelphia Works and DBHIDS will circulate a flyer and begin social media promotions to get prospective job seekers.
- Note: We are exploring a future virtual job fair option as well.

Vaccine Mandate: Update will be provided by Dr. Shoyinka.





Community Behavioral Health


Dr. Faith Dyson-Washington, CEO

City of Philadelphia






Alternative Payment Arrangement

- The APA will be extended through December 31, 2021.
 - **Required to submit claims for all months prior.**
 - APA funds utilized for:
 - Staff recruitment
 - Staff retention
 - Technology to expand non-telephonic telehealth capabilities
- 



Future of Telehealth

- On August 26, 2021, the Office of Mental Health and Substance Abuse Services (OMHSAS) issued a new bulletin “**Guidelines for the Delivery of Behavioral Health Services Through Telehealth,**” with an effective date of September 30, 2021.
 - Continues broad utilization of telehealth—unlicensed staff.
 - Caveat: audio-video platforms
- 



Division of the Chief Medical Officer

Dr. Sosunmolu Shoyinka, CMO

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Vaccine Strategy Updates

- Mandate to take effect 10/15
- Staff can receive one dose J&J on Friday, 10/15 and still be in compliance

DBHIDS Efforts:

- Data collection through provider survey – monitoring staffing challenges
- Addressing staffing shortages – contingency plans
- Provider Town Hall with PDPH held 10/4 [\[Click to View Recording\]](#).



Vaccine Resources

Get Vaccinated

[Vaccines.gov](#)

[PDPH Locator](#)

Address Hesitancy

[The Conversation](#)

[DBHIDS Webinar](#)

COVID Testing

[PDPH Locator](#)
(available in five languages)

[Pop-up Testing Clinics](#)

Re: Mandate

[Emergency Regulation](#)

[Health Alert Guidance](#)

[Toolkit](#)



988: Impact on crisis systems

- The Federal Communications Commission voted to designate 988 as the new nationwide mental health emergency/suicide hotline number
- 988 will connect callers 24/7 to the National Suicide Prevention Lifeline beginning in July 2022
- Anticipated to increase crisis call volume by 30% - 40% nationally
- Crisis call centers building capacity to meet anticipated call volume in 2022 to ensure sufficient staffing to (1) answer calls, (2) provide adequate mobile crisis dispatch services and (3) offer crisis stabilization/receiving services



Philadelphia's Mobile Crisis Response Approaches

- Community Mobile Crisis Response teams
 - Short term crisis response and longer-term crisis stabilization
 - Dispatched by Philadelphia Crisis Line
 - 4 providers/4 regions
- Co-Responder teams
 - Partnership with law enforcement
 - Dispatched by 911 call takers
 - 2 providers /4 Police regions





Adult Mobile Crisis Response RFP Updates:

Elwyn & PATH selected

4 Philadelphia regions served by 4
mobile crisis response providers:

JFK
Consortium
PATH
Elwyn



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Community Mobile Crisis Response Team (CMCRT) OVERVIEW

Mobile Crisis Response Expansion - CMCRT

4 Providers

Operating 24/7 (3 shifts)

Teams will cover Red and Yellow Regions

Philadelphia Model Team Configuration:

1 BH Crisis Intervention Specialist

1 Nurse

1 Certified Peer Specialist/Family Advocate

Engage, screen, assess, provide resolution-focused crisis intervention, de-escalate, develop safety plan, and link/transport to appropriate treatment and/or community services as indicated



Mobile Crisis Learning Collaborative

Goal:

Clarify and reinforce Philadelphia mobile crisis response model with all mobile crisis providers.

Focus on community engagement and inclusion.

Emphasize family involvement in crisis response.

Standardize operations and expectations between all mobile crisis response providers.

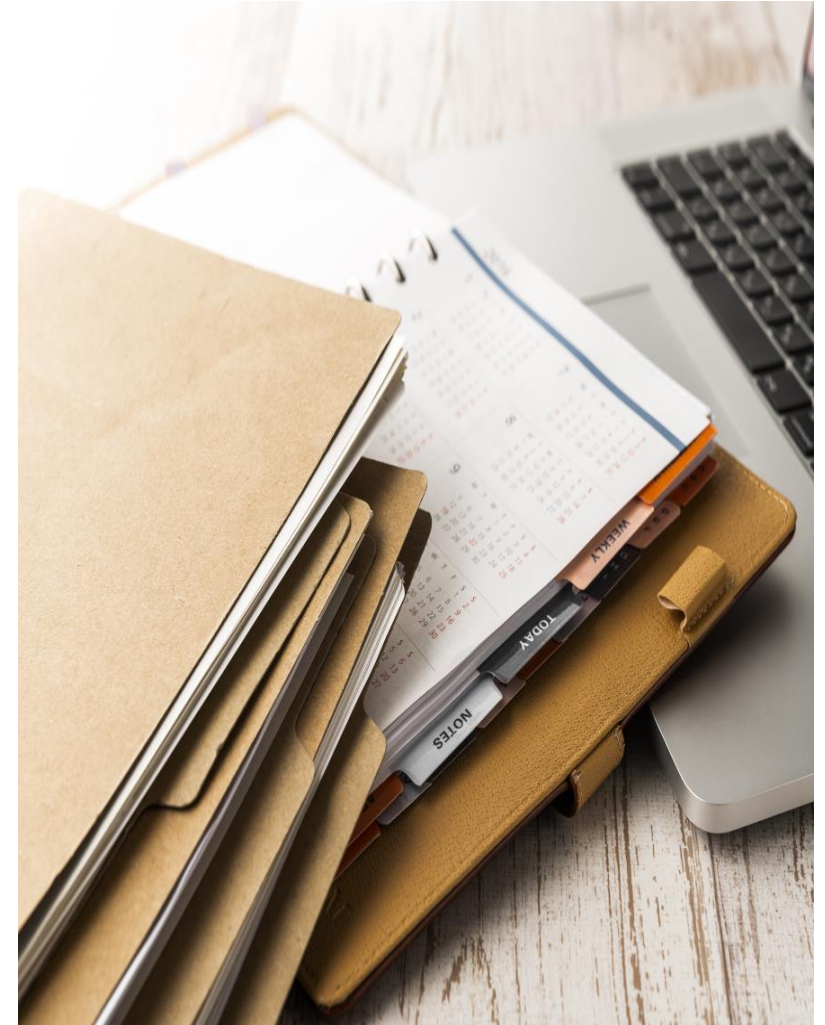
Ensure warm hand off to community services.

Consensus building with providers, system stakeholders and community partners.

Training in crisis de-escalation techniques to keep individuals in the community and decrease acute placements

PCL Staffing Expansion

- ❑ Current state: PCL answers 4,600 calls a month with 13 staff and 3 Supervisors.
- ❑ Anticipated call volume increase of 30% - 40% with 988 implementation July 2022 and anticipated 911 BH call transfers to PCL.



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Crisis Technology: Care Traffic Control

Future implementation of crisis technology platform we are calling “Care Traffic Control” with a goal to:

Create a seamless information hub that allows our crisis system to track individuals in real-time during a crisis, from the point of the call to the verification of intervention and stabilization, to warm handoff and continuing care through outreach and engagement.



Behavioral Health and Justice Division

Dr. H. Jean Wright II,
Deputy Commissioner

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Behavioral Health Crisis Expansion in 911

DBHIDS envisions a crisis system in which there is “no wrong door” to behavioral health treatment. Crisis services are available 24/7 to everyone, anywhere. Philadelphia’s approach to behavioral health crises is to develop a continuum of response options for the needs and circumstances of each 911 or Philadelphia Crisis Line call.



Why a 911 Triage Strategy?

- Individuals with untreated mental illness are 16 times more likely to be killed during a police encounter than other civilians approached or stopped by law enforcement.*
- People with untreated severe mental illness are involved in at least 1 in 4 and as many as half of all fatal police shootings.*
- There is a need for increased unarmed emergency response teams that reduce reliance on traditional law enforcement and connect Philadelphians to mental and behavioral health services, substance use treatment, and other forms of support.

*Fuller, D.A., Lamb, H.R., Biasotti, M, & Snook, J. (2015). *Overlooked in the Undercounted: The Role of Mental Illness in Fatal Law Enforcement Encounters*. VA: Treatment Advocacy Center. Available from <http://tacreports.org/overlook-undercounted>



911 Triage Strategy Components

This effort has been a collaboration between the Philadelphia Police Department, the Department of Behavioral Health and Intellectual disAbility Services, and the Managing Director's Office of Criminal Justice since early 2019. This Program has three primary components:

1. Implementation of a 911 Call Triage Infrastructure that is designed to better identify behavioral health crisis calls to 911 and route them to alternative non-police responses
2. Improving the routing and dispatch of response teams based on the nature of the call/event (e.g., CIT officer, CIRT team, mobile crisis response team, or a crisis line counselor)
3. Expansion of the Crisis Intervention Response Team (CIRT) Program to respond to 911 calls and requests from patrol officers for help with people in crisis (teams of a mental health professional paired with a CIT-trained police officer to jointly respond to behavioral health related crisis calls/incidents)



911 Triage Strategy To Date

Embedded Behavioral Health Navigators at 911 (September 2020)

- observe and serve as consultants; provide education and support to 911 call-takers and dispatchers; host Lunch & Learns with 911 staff to help build rapport and trust

Development and implementation of Behavioral Health Script for 911 call-takers (November 2020)

- set of questions all 911 call-takers ask to determine whether a call has a behavioral health component and to determine the most appropriate response

Enhanced training program based on CIT curriculum for all 911 staff (November 2020)

- Over 90% of all 911 staff have been trained to date

Revision of the Behavioral Health Script for 911 call-takers (April 2021)

- shortened the script and made it easier for 911 call-takers to follow



911 Triage Strategy: BHJD Partnerships and Collaboration

Philadelphia Police Department:

- Developing decision trees to define eligible calls for transfer
- Developing protocols for transferring behavioral health-related calls from 911 to the embedded Crisis Navigators and/or Philadelphia Crisis Line (PCL)

Division of the Chief Medical Officer:

- Participation in mobile crisis learning collaborative
- Working with Crisis Services and PCL to develop job descriptions and protocols for 911 call transfers

The Harvard Kennedy School's Government Performance Lab (GPL):

- One of five jurisdictions in the country chosen to receive technical assistance to accelerate and enhance the implementation of alternative 911 responses through a highly competitive application process
- TA will focus on 911 triage strategy and PCL/mobile crisis expansion

Other National Jurisdictions:

- Researching models successfully implemented in other jurisdictions and collecting materials to help guide our work in Philadelphia
- E.g., Austin, TX; Houston, TX; Phoenix, AZ



911 Triage Strategy: Next Steps

Expand Embedded Behavioral Health Crisis Navigators

- Co-location at 911 radio room
- Will take calls transferred directly from 911 that are behavioral health-related with no public safety risk or active crime
- Tied into the PCL system and can dispatch mobile crisis teams if needed

Adapt 911 Behavioral Health Script to Support Mobile Crisis Expansion

- Script and embedded Crisis Navigators will quickly and thoroughly triage calls to the most appropriate response
- The goal is to avoid law enforcement when indicated

Enhance Philadelphia Police Department's Call Transfer Protocol

- Developing protocols to direct suicide and non-suicide behavioral health-related calls to the Crisis Navigator and/or PCL



H. Jean Wright II, PsyD

DBHIDS Deputy Commissioner

Behavioral Health and Justice Division

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Planning Innovation

Nicole Connell, Chief of Innovation and Effectiveness

City of Philadelphia



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DBHIDS & Philadelphia Fire Department Collaboration

Series of Neighborhood Meet and Greets Taking Place:

- Sat., October 16, 11am – 2pm, Engine #63: 1224 Oak Lane, 19126
- Sat., October 30, 11am – 2pm, Engine #18, 8205 Roosevelt Blvd., 19152
- Sat., November 13, 11am – 2pm. Engine #44, 3420 Haverford Ave., 19104



Language Access Services Continued

- Language Line Services (LLS) will no longer provide services to the City of Philadelphia, and their telephonic line was disconnected on **September 30, 2021**. Both GLOBO and ULG will continue to provide telephonic interpretation through their active lines.
 - Although the E-Learning course is not mandatory for providers, we strongly encourage you and your staff to take the course.
 - Instructions for providers to access the E-Learning course will be sent with meeting materials.
- 



Closing Remarks

- Dr. H. Jean Wright II, Deputy Commissioner

Next Executive Directors' Meeting:

- Wednesday, December 1, 2021, at 9:00 AM



Thank you for joining us!

To be added to the Executive Directors' distribution list for this meeting, please send your contact information to: James.Peterson@phila.gov

To view the PowerPoint Slides, Notes, and Chat of previous meetings, go to the [DBHIDS Resources Page](#), scroll down to DBHIDS Executive Directors Meeting, and select the meeting date you would like to view.

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