Executive Director’s Meeting

October 6, 2021
Welcome!

Dr. Jill Bowen, Commissioner
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
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:**

<table>
<thead>
<tr>
<th>Tailored training</th>
<th>Available Learning Management System</th>
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<tr>
<td>QI Learning Collab</td>
<td>Reimbursement infrastructure</td>
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<td>BHTEN training series</td>
<td>NRT utilization incentives</td>
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<td>Clinical Practice Guidelines</td>
<td>Telehealth Pilot</td>
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<td>Website resources</td>
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Support Team

For training and technical assistance, please email Carol Larach: carol.larach@phila.gov.
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
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
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
Mobile Team Provider Zones:
Red (Region 1): PATH
Green (Region 2): JFK
Yellow (Region 3): Elwyn
Purple (Region 4): Consortium
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.
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 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.

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)
<table>
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<tr>
<th><strong>911 Triage Strategy To Date</strong></th>
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<tr>
<td><strong>Embedded Behavioral Health Navigators at 911 (Septmember 2020)</strong></td>
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<td>• observe and serve as consultants; provide education and support to 911 call-takers and dispatchers; host Lunch &amp; Learns with 911 staff to help build rapport and trust</td>
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<td><strong>Development and implementation of Behavioral Health Script for 911 call-takers (November 2020)</strong></td>
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<td>• 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</td>
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<td><strong>Enhanced training program based on CIT curriculum for all 911 staff (November 2020)</strong></td>
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<td>• Over 90% of all 911 staff have been trained to date</td>
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<tr>
<td><strong>Revision of the Behavioral Health Script for 911 call-takers (April 2021)</strong></td>
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<td>• shortened the script and made it easier for 911 call-takers to follow</td>
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### 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

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<tr>
<th>Expand Embedded Behavioral Health Crisis Navigators</th>
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<tr>
<td>Co-location at 911 radio room</td>
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<td>Will take calls transferred directly from 911 that are behavioral health-related with no public safety risk or active crime</td>
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<td>Tied into the PCL system and can dispatch mobile crisis teams if needed</td>
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<th>Adapt 911 Behavioral Health Script to Support Mobile Crisis Expansion</th>
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<tr>
<td>Script and embedded Crisis Navigators will quickly and thoroughly triage calls to the most appropriate response</td>
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<td>The goal is to avoid law enforcement when indicated</td>
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<tr>
<th>Enhance Philadelphia Police Department’s Call Transfer Protocol</th>
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<tr>
<td>Developing protocols to direct suicide and non-suicide behavioral health-related calls to the Crisis Navigator and/or PCL</td>
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H. Jean Wright II, PsyD
DBHIDS Deputy Commissioner
Behavioral Health and Justice Division
Department of Behavioral Health and Intellectual disAbility Services
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215-520-7764 mobile
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.