

Department of Behavioral Health and Intellectual disAbility Services (DBHIDS)
CBH Provider Network: Executive Directors' Meeting
October 6, 2021

Commissioner Dr. Jill Bowen

Welcome Remarks and Commissioner's Updates

- Leadership Changes
- Noting the recent retirement of Roland Lamb, Dr. Bowen reviewed Roland Lamb's long career.
- Changes to the Division Leadership (DVL) Team
 - Deputy Commissioners Dr. Tierra Pritchett and Dr. H. Jean Wright
 - Links to Website Bios: [Tierra M. Pritchett, Ed.D.](#) and [H. Jean Wright, Psy.D.](#)
 - Chief of Innovation and Effectiveness, Nicole Connell
 - Link to Website Bio: [Nicole Connell, M.ED.](#)
 - Co-Director of Behavioral Health, Andrea Brooks
 - Link to Website Bio: [Andrea L. Brooks, MSW, LSW](#)
 - Andrea will be co-director with Sandy Vasko until Sandy retires in December.
 - Senior Director of Systems Integration, Katrina Pratt-Roebuck
 - Link to Website Bio: [Katrina Pratt-Roebuck, MBA](#)
 - Katrina's roll is being incorporated into the Office of the Commissioner.
 - Special Advisor to the Commissioner, Lolita Griffin
 - Link to Website Bio: [Lolita J. Griffin, M.Ed.](#)
- Dr. Bowen highlighted the person and careers of our new DVL Team members

Tobacco Recovery

- DBHIDS is committed to support individuals in their roads to recovery and make sure policy implementation is done in an appropriate and non-punitive manner. We need to implement choices into recovery programs both in a facility and ongoing at home.
- Substance Use disorder individuals are more likely to be smokers and the group is often targeted for smoking. But remember smoking has a significant negative impact on health and causes early death.
- We want to use smoking cessation as part of a whole person recovery program. We want a fully integrated manner and want to be sure to offer smoking cessation as part of an overall program of recovery.
 - The smoking policy is not a ban on smokers.
 - We want to acknowledge the variations on understanding and implementations. It is not a ban; the facilities are simply non-smoking sites for the health of all clients.
 - All who wish to engage in treatment are welcome. No punitive actions at all regarding smoking.
- Looking for full health support on implementation on the smoking policy.
- There is a tremendous amount of work/options available to provide assistance and the options and choices will increase.
- We are going to continue communications on the subject with additional resources, including a tool kit, press releases, public service announcements.
- Dr. Marquita Williams (Marquita.Williams@phila.gov) will be taking the lead on this policy and may have already reached out to some of you.
 - The conversation will continue.

- From Kim McLaughlin to Everyone: 09:25 AM
Can you provide clarification around smoking at residential programs? Are you now saying that clients can smoke as long as we are offering resources to assist with decreasing and quitting?
- Dr. Bowen replied, if people are struggling, we anticipate would expect that people would want to go outside to smoke. If they are there and have come for treatment, we will welcome them.
- The whole goal is to engage folks no matter where they are in their recovery. We will address it clinically as part of a continuum of care.

Workforce Challenges

Vacancies

- Dr. Bowen outlined many of the issues and areas of concerns on relating to the current job climate. Will be holding the job fair and may create a promotional video.
- Dr. Bowen also reminded everyone of how rewarding this line of work is for so many of us. Remember why we chose this field.

Vaccine Mandates

- Dr. Shoyinka will go into further detail on this subject.
- We had a very well attended town-hall hosted by the acting health commissioner Dr. Cheryl Bettigole ([Click Here to View the Town Hall](#)).

Dr Faith Dyson Washington

CBH Updates

- APA it has been extended until the end of 2021 with the last payment in January 2022. You will need to be sure to submit all of your claims. We need the data to help with our discussions with the network as well as the state. APA funds may be used for staffing resources and telehealth.
- Sharing your strategies for recruitment and retention.
- PADHS the various regulatory changes with the disaster regulation has been extended indefinitely which will enable us to continue with your telehealth operations with unlicensed staff could provide services.
- Andy noted the current regs noted that anyone as part of a clinical team can use telehealth. The specific regulation is to not allow billing for telehealth. The waivers give us time while regulations
 - From Michael Tyler Ramos to Everyone: 09:39 AM
Can you clarify about unlicensed staff in relation to telehealth?
 - Andy responded: Unlicensed staff were not able to bill under previous regulations. New allowances make this possible.
 - Includes peers, clinicians, psychologists, MSWs, psychiatrists, etc.
 - It is written into the regs that outpatient and outpatient drug & alcohol staff cannot use audio-only telehealth; therefore, waivers are required for these. If you have any questions, please reach out to your provider representatives.
 - From Melissa Watson to Everyone: 09:40 AM
Does that include Psychiatric Rehabilitation?
 - Andrew DeVos & Shawna Dandridge Response: Unlicensed staff were not able to bill under previous regulations. New allowances make this possible.
 - Includes peers, clinicians, psychologists, MSWs, psychiatrists, etc.

- It is written into the regs that outpatient and outpatient drug & alcohol staff cannot use audio-only telehealth; therefore, waivers are required for these. If you have any questions, please reach out to your provider representatives.\
 - From Karlene Ricketts to Everyone: 09:41 AM
Does it include groups? Does it include Psychiatric Rehabilitation?
 - Andy DeVos: Group is allowable for Telehealth, but should be determined if this is a workable modality for any proposed group sessions, based upon clinical focus of the group, preferences of the members, ability to ensure confidentiality, and technical capabilities.
 - It does include psychiatric rehabilitation.
 - Regarding the FBI clearances, we have not heard anything, but we will look into this further.

Dr. Sosunmolu Shoyinka

Vaccination Policy of Healthcare Workers by October 15, 2021.

- Health Department has been very collaborative with us in addressing questions/concerns raised by the mandate.
- We have passed the deadline for the two shot versions; the J&J Jansen single shot may be received as late as October 15th and still be in compliance.
 - (Please note after the meeting we received notice that the fully vaccinated deadline has been extended to November 15, 2021.)
- We have been working on the contingency plans.
- Dr. Shoyinka thanked the heads of the trade organizations.
- Reviewed the options and choices.
- A single shot (of Pizer or Moderna) is not considered compliance.

Federal Mandate on the Implementation of 988

- Connecting 988 calls to the national suicide assistance program.
 - Our Philadelphia Crisis Line (PCL) call volume has gone up some 25%.
- The initial reasons for the Crisis expansion to improve and expand our overall response to crisis situations.
- The RFP Crisis response is completed.
- Within the handouts will be a map of the city and regions of the adult mobile teams
- We have created a Learning Collaborative to be sure that everyone is on the same page of understanding of how we are operating, in effect standardization.

Care Traffic Control

- An IT information management system that will facilitate the free flow of information in the Crisis System and enable us to track the progress of individuals as they navigate the Crisis system.
- We are exploring several platforms as well as some resources from the state.
- Please do not hesitate to reach out as we begin this new relationship.

Dr. Jean Wright

Crisis Expansion/911 Triage

- We are working on the crisis expansion with the vision of no wrong door for a 24/7 anywhere response.
 - This is to develop a continuum of care.
- In the meantime, while we wait for 988, we are working on improving the 911 strategy for triage of calls.
- This has been a collaboration between Managing Director's Office (MDO) of Criminal Justice, Philadelphia Police Department (PPD), and DBHIDS.
- Three primary components
 - Implementation of a triage system of 911 -reroute them to non-police response.
 - Improving the routing and dispatch of response teams based on the nature of the call/event.
 - Expansion of the Crisis Intervention Response Team (CIRT) Program to respond to 911 calls.
- Includes crisis intervention officers, counselors, team member to help the police in an appropriate manner.
- New 911 script changes to help the operator to understand the nature of behavioral health calls. We recently updated it in April 2021 based upon feedback of the teams.
- We listened to the community in their responses about calling 911 (this is what people have been doing since 911 was implemented), this helped us to develop our changes to the 911 script and trainings.
 - We received a grant for assistance in this endeavor.
- Embedded behavioral health crisis navigator. There is a process at the 911 department. We will continue to enhance the program as we continue.
 - Dave Ayers (Criminal Justice Program Manager) added, there is a broader city strategy under development for community education/inclusion for the CIRT program and its part in the emerging crisis response continuum. One piece of that is a monthly open meeting hosted by the Managing Directors' Office of Criminal Justice. OCJ also has an RFP out to identify a community group to help with this work. Virtual Town Hall meetings are also being planned by OCJ. Included with the handouts is the DBHIDS Crisis Expansion factsheet.

Nicole Connell

Planning Innovation

- DBHIDS is hosting a series of engagement events in collaboration with the Philadelphia Fire Department (PFD) for a series of meet and greets at some fire stations.
 - Next Event is at Engine #63, Fire Station: 1224 Oak Lane, Philadelphia, PA 19126.
 - Saturday, October 16, 2021, 11:00 AM – 2:00 PM.
 - These events will be placed on the [HealthyMindsPhilly.org](https://www.healthy minds Philly.org) and the community calendar.

Sarong Sorn

Language Access Services

- The Language Line Service has been discontinued as of September 30, 2021.
- Both GLOBO and ULG will continue to provide telephonic interpretation via their active lines.
- DBHIDS Learning Hub
- We have developed an E-Learning Course

- Although it is not mandatory for providers, we strongly encourage providers and their staff members take the course. Details were included with the handouts sent with the agenda and will be included in the follow-up documents to this meeting.
 - You may e-mail Sarorng Sorn with any questions (sarorng.sorn@phila.gov).
 - Sarorng thanked everyone on behalf of those who use language services for your hard work serving Philadelphians, particularly of the immigrant community.

Closing Remarks

- Dana Careless noted that we had missed a question on from Dawn Curry, noted our apologies, and brought it to Dr. Wright's attention.
 - From Dawn Curry to Everyone: 10:12 AM
Have they identified the providers for the co-responders pilot, I've been inquiring about this for some time now? I would really appreciate that.
 - Dr. Wright noted that the providers for co-responder program are Merakey and Elwyn. Please note that Dave Ayers, is the BHJD Manager overseeing this program.
 - Once it is finalized it will go out publicly.
- We will review the questions entered into the *chat* and make sure that all are answered.
- A copy of the PowerPoint, Notes from the meeting, the Chat Questions/Comments, the Language Access Information will all be sent out next week and posted on the DBHDIS Website.
- Dr. Wright thanked everyone for attending and reminded them of the next meeting, which is scheduled for Wednesday, December 1, 2021 at 9:00.