

**Children, Youth and Families Behavioral Health System of Care,
Transition Age Youth, and
Adult Behavioral Health System of Care
Combined Councils Virtual Meeting**

April 12, 2021
10:00 to 11:30 A.M.

CYF Council Co-Chairs	TAY Council Co-Chairs	AOA Council Co-Chairs
Minola Clark Manson Valerie Hebert	Joseph Edwards Vanessa Arteaga	Jeffrey Najarian Marisa Varond

Agenda

I	Welcome and Introductions <ul style="list-style-type: none"> Piedad Garcia, Adult Older Adult (AOA) Deputy Director Yael Koenig, Children Youth and Families (CYF) Deputy Director 	5 minutes
II	Business Items <ul style="list-style-type: none"> Review/Approval October 12, 2020 Minutes-Handout -Pages 2-3 CYF, AOA, and TAY Council Written Updates-Handout-Pages 4-9 MHSA Update (Dr. Danyte S. Mockus-Valenzuela)-Handout-Page 10 	5 minutes
III	COVID-19 Impacts on our Systems of Care -Handout-Pages 11-39	50 minutes
Panel Moderator: Christine Frey		
Each panel member will discuss items listed below as it relates to COVID-19: <ul style="list-style-type: none"> Provider Challenges Cultural/Ethnicity/Race Factors What adaptations have you/your program made during this time? Success/Positive Story 		
Panel Members		
<u>Community Research Foundation (CRF)</u> <ul style="list-style-type: none"> Julie McPherson, LMFT -Vice President of Child, Youth, & Family Services Sarah Welsh, LMFT-Service Line Director of Child, Youth, & Family Services, Program Director of Douglas Young Youth & Family Services 		<u>San Diego Youth Services</u> <ul style="list-style-type: none"> Melanie Morones, MFT, ATR, ECMHS -Program Manager of Our Safe Place Dung King-Youth Support Partner
<u>Pathways Community Services</u> <ul style="list-style-type: none"> Joseph Edwards, LMFT -Clinical Supervisor/Assistant Program Director-KickStart Elise Blanton-Hubbard, MOT, OTR/L-Occupational Therapist 		<u>McAlister Institute for Treatment and Education, Inc.</u> <ul style="list-style-type: none"> James V. Dunford MD, FACEP-Medical Director
IV	Discussion/Questions/Answers – Christine Frey	25 minutes
V	Closing Remarks and announcements <ul style="list-style-type: none"> Piedad Garcia and Yael Koenig 	5 minutes

**Children, Youth and Families Behavioral Health System of Care,
Transition Age Youth, and
Adult Behavioral Health System of Care
Combined Councils Virtual Meeting Summary**

October 12, 2020
10:00 to 11:30 A.M.

ITEM	SUMMARY
I. Welcome/Introductions <ul style="list-style-type: none"> Piedad Garcia, Adult Older Adult (AOA) Deputy Director Yael Koenig, Children Youth and Families (CYF) Deputy Director 	<ul style="list-style-type: none"> Welcome by Piedad Garcia and Yael Koenig
II. Business Items <ul style="list-style-type: none"> Review/Approval of October 14, 2019 Meeting notes-Handout-Pages 3-4 of meeting packet CYF, Adult, and TAY Councils Written Updates-Handout-Pages 5-10 of meeting packet Mental Health Services Act (MHSA) Update (Dr. Danyte S. Mockus-Valenzuela)-Handout-Page 11 of meeting packet 	<ul style="list-style-type: none"> Meeting notes approved via virtual review process. Written councils' updates were included in the meeting packet. Written MHSA update was included in the meeting packet.
III. Transgender Health Across the Lifespan-Handout-Pages 13-30 of meeting packet <ul style="list-style-type: none"> Panel Moderator: Charisma De Los Reyes, MSW (She/Her/Hers)-San Diego County Office of Education L. Tuiletufuga, AMFT, MS (They/Them/Theirs) Staff Counselor, The Center Bixby Marino-Kibbee, LCSW (They/Them/Theirs) Director -Center for Gender Affirming Care-Rady Children's Hospital San Diego Angelle Maua (She/Her(s)/Ella)-Parent and Founder of The Gender Phluid Collective: https://thegpcollective.wixsite.com/thegpcsd Rachel Gianfortune, MD (She/Her/Hers)-La Mesa Pediatrics and Assistant Clinical Professor at the University of California-San Diego (UCSD) Pamuela Halliwell, MA, LMFT (She/Her/Hers)-Staff Counselor-The Center L. Tuiletufuga, AMFT, MS (They/Them/Theirs)-Staff Counselor-The Center Nicholas Lagunas, Prevention Assistant Manager, HIV Services-San Ysidro Health Center Gender Affirming Medicine and Sexual Health Clinic Kimberly Thomas, (She/Her/Hers), Physician Assistant-San Ysidro Health Center Gender Affirming Medicine and Sexual Health Clinic 	<ul style="list-style-type: none"> Charisma De Los Reyes provided the context for the panel with relevant information about the transgender community. L. Tuiletuga discussed providers' responsibility to provide resources to the community being served. Bixby Marino-Kibbee talked about how COVID-19 affected transgender youth; including that many youth feel safer attending school virtually. Angelle Maua discussed the array of challenges parents of transgender youth face, including understanding medical insurance and finding services needed for their children. Rachel Gianfortune mentioned the importance of supporting the child/ youth "where they are"; many times children/youth feel that they need to conform to their parents'/society expectations. Pamuela Halliwell described the array of services available at the Center for the TAY transgender population: https://thecentersd.org/programs/transgender-services/ L. Tuiletufuga described the array of services available at The Center for the older adult transgender population: https://thecentersd.org/programs/transgender-services/ Nicholas Lagunas and Kimberly Thomas provided an overview of the services available at the San Ysidro Health Center Gender Affirming Medicine and Sexual Health Clinic (opened in 2019): http://www.syhc.org/services/adult-medicine/

ITEM	SUMMARY
IV. Discussion– Charisma De Los Reyes	<ul style="list-style-type: none"> • Highlights: <ul style="list-style-type: none"> ✓ The importance of using pronouns ✓ There are health plans available for the transgender population that include transportation to appointments and other services. ✓ Due to regulations related to consent to treat, many individuals have had to wait until reaching 18 years of age to get that next level of medical care related to sex change surgeries etc.
<p align="center">Next Combined Meeting: Date: Monday, April 12, 2021 Time: 10:00 to 11:30 A.M.</p>	

Committees/Sectors/Workgroups Meetings Information:

Due to COVID-19, Councils meetings are occurring virtually

Please reach out to the specific Council staff member or lead or Executive Subcommittee member to obtain location/link

Behavioral Health Advisory Board (BHAB) meeting: Meets the first Thursday of the month from 2:30 to 5:00 P.M.

CYF Council: Meets the first Monday of every month from 9:00 to 10:30 A.M.

TAY Council: Meets the fourth Wednesday of the month from 3:00 to 4:30 P.M.

Adult Council: Meets the first Monday from 11:00 A.M. to 12:30 P.M.

Children, Youth and Families Adult Behavioral Health System of Care Council

Achievements and Goals Update

Fiscal Year 2020-21 (October 2020-March 2021)

April 12, 2021

Achievements

The CYF System of Care Council continues to meet via WebEx to ensure safety during the pandemic. Detailed information about the CYF Council can be found at:

https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/mental_health_services_children/CYFBHSCouncil.html

The following have been the CYF Council areas of focus for Fiscal Year 2020-21 (beginning October 2020):

- October 12, 2020-Combined Councils Meeting focused on Transgender Health Across the Lifespan (Coordinated by CYF)
- November 9, 2020-Supporting Youth Engagement: Live Well Youth Sector
- December 14, 2020-Dark
- January 11, 2021-Best Practices for Outreach During the Pandemic (Part 1)
- February 8, 2021
 - ✓ Best Practices for Engagement During the Pandemic (Part 2)
 - ✓ Fiscal Year 2020-21 Mid-Year CYF Council Sub-Committees Written updates
 - ✓ Education Sector Update Presentation focused on
 - San Diego County Office of Education Student/Staff Wellness and Positive School Climate- July-December 2020 highlights
 - Student Challenges During COVID-19
 - Resource Guide for Schools (Assembly Bill 1767)
 - Suicide Prevention Guide for High Priority Youth Groups (Assembly Bill 2246)
 - LivingWorks Start Training (Assembly Bill 1808)
- March 8, 2021
 - ✓ Best Practices for Outreach During the Pandemic-Summary of Recommendations discussion (Part 3)
 - ✓ Cultural Competence Resource Team (CCRT) update and discussion
 - Interactive presentation on Personal Commitment to achieve inclusion and equity with intent to reach out and provide a summary document to the Council and the CCRT
 - ✓ Live Well Schools: <https://www.livewellsd.org/toolsforschools/>

Sub-Committees Accomplishments Highlights:

- **Family and Youth Sector**
 - ✓ Recruited CYF System of Care staff to participate in the planning the May 2021 Youth Mental Health Well-Being Celebration
- **Early Childhood**
 - ✓ Addressed Equity and Justice through the Birth of Brilliance Virtual conference on February 25, 2021
- **CYF Change Agents Developing Recovery Excellence (CADRE)**
 - ✓ Hosted a presentation from the San Diego County Office of Education (SDCOE)
- **Outcomes**
 - ✓ Developed a handout on engaging families and youth in teletherapy
 - ✓ Developed Clinician Telehealth Checklist of teletherapy best practices
- **Training Academy**
 - ✓ Bridges Out of Poverty training was delivered on October 6, 2020
- **Education**
 - ✓ Delivered training and resources to all 42 School Districts
- **CCRT**
 - ✓ Develop Recommendations to the BHS Director based on feedback and discussion throughout CCRT general meetings. These recommendations are intended to inform the BHS Director about strategies to address racism and disparities modeled after State identified best practice domains for effective change

Goals

- Continue to address transformation of service delivery due to COVID-19
- Continue to address Equity and Racial Justice
- Continue to advance the system of care

Sub-Committees Goals Highlights:

- **Family and Youth Sector**
 - ✓ Coordination of the May 7, 2021 Youth Mental Health Well Being Celebration
- **Early Childhood**
 - ✓ Promote and Educate; Advocate; Promote System Change
- **Outcomes**
 - ✓ Continue to review data and provide recommendations
- **Training Academy**
 - ✓ Racial and Cultural Disparities and Access to Healthcare is scheduled for April 30, 2021
 - ✓ Understanding our Own Biases and Assumptions is scheduled for May 12, 2021
 - ✓ Missed Cues in Service Delivery-To be held in June 2021
 - ✓ Supporting People of Color in Treatment-To be held in June 2021
 - ✓ CYF System of Care Training Academy Annual Conference scheduled for May 27, 2021: Youth Substance Use: Risk, Resilience, Reconnection.
The direct link to register is:
<https://youth-substance-use-risk-resilience-reconnection.eventbrite.com>
- **Education**
 - ✓ Be responsive to the changing needs of schools with COVID-19 and distance learning, including but not limited to virtual trainings, resource identification, and student and staff wellness resources.
- **CCRT**
 - ✓ Continue to convene discussions that address racial and ethnic disparities, specifically during COVID-19 pandemic
 - ✓ Finalize strategies to address racism and disparities recommendations for BHS Director.

**Transition Age Youth Behavioral Health System of Care Council
Achievements and Goals Update
Fiscal Year 2020-21 (October 2020-March 2021)
April 12, 2021**

Attention: Alisha Eftekhari and Eula Ramirez

Please submit this update to Eula Ramirez at: Eula.Ramirez@sdcounty.ca.gov no later than **March 30, 2021**.

Achievements

- Website and Orientation Manual Subcommittee reviewed Council Bylaws and created a draft orientation manual to help orient new members. Orientation manual to possibly provide the outline of what the website for the council will consist of.
- Social Justice subcommittee brainstormed avenues to research how diverse and culturally sensitive our workforce is and how this correlates with TAY engagement and retention in services.
- COVID 19 presentation by Champions for Health which is in collaboration with HHSA.
- TAY Council hosted a roundtable talk with providers about the impacts of COVID 19 within their programs and service delivery.
- Youth Engagement in Services (YES) Initiative presentation to educate our TAY focused programs and community members about what the County has proposed.
- Combined Council Meeting in October had a panel discussion about Transgendered Health across the Lifespan.

Goals

- Social Justice: Will focus on disparities in TAY accessing Mental Health and Substance Use services. Identify specific needs of TAY facing/impacted by inequity. Will also address the service providers and our/their diversity.
- Optimal Service Access: Using TAY perspective to identify blocks to service delivery and the specific needs of TAY affected by COVID related issues. Recommendations for fiscally aware interventions to most effectively provide optimal TAY services.
- Website and Orientation Manual

**Adult and Older Adult Behavioral Health System of Care Council
Achievements and Goals Update
Fiscal Year 2020-21 (October 2020-March 2021)
April 12, 2021**

Attention: Piedad Garcia and Andrea Duron

Please submit this update to Eula Ramirez at: Eula.Ramirez@sdcounty.ca.gov no later than **March 30, 2021**.

Achievements and Updates

Director's Report

- Recent Board Action regarding healthcare inequities and declaring racism as a public health crisis.
- Updates on January's Board Letter and procurement actions scheduled in the coming months.
- Various DMC and Mental Health programing updates as it pertains to COVID-19.

Adult Council Membership

- The Council welcomed new representatives to fill the Persons Served (3), Prevention and Early Intervention (1), Community College (1), and Long-Term Care (1) constituencies.

Continuum of Care Updates

- Continuing to develop Continuum of Care related to the Mobile Crisis Response Teams (MCRT) and Crisis Stabilization Units (CSUs).
 - MCRT pilot in North Coastal became operational January 2021 and RFP for remaining five (5) regions are currently posted with anticipated start date in June 2021.
 - Paradise Valley CSU – tenant improvement completion anticipated by March 2021 and services to begin April 2021.
 - Additional updates on North Coastal CSU projects.

Public Health Updates

- Public Health updates were provided at each meeting updating the Council on current events related to COVID-19.
- Updates included:
 - Ongoing updates on COVID-19 pandemic, including CDC guidance, CARES Act, and vaccination updates.
 - BHS involvement at the Convention Center and County temp lodging.
 - BHS Surge plan to include additional ACT and SBCM (125) treatment slots added to respond to acute care and IMD needs and up to 100 ASP Board & Care beds.

MHSA Updates

- Updates provided regarding BHS Community Engagement Activities and Mental Health Services Oversight and Accountability Commission (MHS-OAC) community listening sessions.
- In Q2 of FY 20/21, MHSA conducted a fentanyl warning campaign.

Adult Council/Ad Hoc Program Managers Workgroup

- Council members were provided with draft report in November 2020 with additional follow up tasks.
- Tasks and updates provided to Council.

Healthcare Disparities

- Healthcare Disparities FY 16-20 Report provided to Council and ongoing discussions.
- Healthcare disparities items were added to Adult Council's goals for the year.
- Discussed Culturally and Linguistically Appropriate Services (CLAS) standards.

Housing Council Presentation

- Simonne Ruff and Jason Miller provided an overview and history of the Corporation for Supportive Housing, the Behavioral Health Services Housing Council Priorities, and various housing initiatives.
- The Housing Council will conduct community input sessions and return to the Council to seek feedback on its new 5-Year Plan.

Cultural Competence Resource Team (CCRT)

- CCRT is continuing to share its work to address healthcare disparities and working with a consultant to define a framework for cultural responsiveness across behavioral health services.
- Dr. Garcia presented at the Cultural Competency Academy Capstone graduation.
- The County is recruiting for diversity and inclusion positions for new Equity Diversity and Inclusion division.

Consumer Update

- Recovery Innovations International (RII) created "Boots on the Ground" to provide peer support to individuals throughout the County.
 - Boots on the Ground assists with identify and navigating community resources, emphasizes self-care, and provides information on COVID-19, including how to access care utilizing telehealth.
 - Toolkits with resources, face masks, hand sanitizer, water bottle and additional useful items are available.
- RII classes are available via Zoom.

Work Well Update

- Discussed strategy implementation to successfully fulfill the requirements of the fidelity scale for all employment specialists in San Diego.
- Program continuing to look for ways to collaborate with providers.

Supports for Individuals with Highest Needs and Their Families

- The Council had a robust discussion about the continued and unmet needs of individuals, including those who are unable to voluntarily seek treatment or engage in care and instead cycle in and out of institutions.
- While IHOT, FSP, and ACT programs have helped many individuals, additional family supports and system capacity is needed. Future presentations will include updates on available supports, including potential resources that may become available through CalAIM.

Goals



Adult Council developed, reviewed, and finalized the goals noted below and prioritized the bolded ones:

- **Collaborate with CCRT to examine and address health disparities in communities of color, particularly around access to care, social determinants of health, and workforce goals.**
- **Work with the County, system partners, and the Housing Council to address social determinants of health, to include technology needs.**
- Continue to receive updates on Continuum of Care reforms, providing recommendations to the BHS Director from the Adult Council's cross-disciplinary membership.
- Better understand and make recommendations regarding recent increases in overdose deaths.
- Work with system partners to respond to decreases in access to care and to explore new opportunities for collaboration.



Children, Youth and Families Behavioral Health System of Care Council
Achievements and Goals Update
April 12, 2021

MHSA and Prevention Update

May Is Mental Health Month 2021

Planning continues in preparation for May Is Mental Health Month 2021, with this year's theme being *Hope for Change*. Once again, activities in recognition of the month will be held virtually. Additional plans include a webpage with an events calendar, list of activities, resources, and highlights about physical activity opportunities and positive mental health impacts and information about the Directing Change opportunities for youth.

Providers, faith-based organizations, partners and community organizations are encouraged to submit planned activities in recognition of May Is Mental Health Month to Nancy Page (Nancy.Page@sdcounty.ca.gov) for inclusion on the events calendar.

Community Research Foundation CYF Programs

Crossroads Family Center, Douglas Young Youth and Family Services,
Nueva Vista Family Services, and Mobile Adolescent Services (MAST)



Community Impact:

- ▶ We serve 67 schools in San Diego County
 - ▶ <https://theacademy.sdsu.edu/rihs-schoolink/>
- ▶ We serve approximately 2300 families per year

Who we are:

- ▶ Community-based outpatient mental health program.
- ▶ Provide services for children with mild-severe symptomology, including Serious Emotional Disturbance (SED)
- ▶ Serve children and youth (ages 5-18; up to 21) and their families
- ▶ Provide services for children and youth with Medi-Cal or who are uninsured (on sliding scale based on family income)

Service Modality

- ▶ Due to COVID 19 - we have increased our service modalities!
 - ▶ In Person Services
 - ▶ Clinic, community/home
 - ▶ Adapting our clinics - waiting room, therapy rooms, windows to increase safety for meeting in person
 - ▶ Telehealth
 - ▶ A service that has benefitted families!
 - ▶ Telephone

Services provided by CRF CYF Programs

- ▶ Individual Therapy
- ▶ Family Therapy
- ▶ Group Therapy
 - ▶ Substance Abuse Groups
 - ▶ Parenting Support Groups
- ▶ Case Management
- ▶ Rehabilitation
- ▶ Crisis Intervention
- ▶ Psychiatric Services Including Evaluation
 - ▶ Medication Management Services (telehealth only at this time)
- ▶ Integrated Mental Health and Substance Use Treatment

Key Features:

- ▶ Our services are strength-based, culturally sensitive and provided in clinic, home, and within the community. Telehealth too!
- ▶ Our staff are multicultural and speak a range of languages to accommodate our diverse population.
- ▶ Clinicians provide individual and family counseling services.
- ▶ We are a dual enhanced program and welcome people with mental health problems as well as those with alcohol and/or drug and mental health problems.
- ▶ Case manager provide case management and rehabilitation services to help meet the social service needs of the client and family.
- ▶ Provide psychiatric evaluations and services.

Challenges, Cultural Factors, Adaptations, Successes

- ▶ Quick shift to remote services - entire work/life-flow adapting rapidly to an event which has impacted the world
- ▶ Challenges:
 - ▶ Lack of access at onset of pandemic to primary referral sources for youth (schools, primary care, etc) - noticeable drop in referrals in the beginning (this has shifted!)
 - ▶ Technology - access to technology
 - ▶ Financial
 - ▶ Social
- ▶ Attempt to reduce barriers to accessing services
 - ▶ Telehealth, telephone, community based
 - ▶ Disparities to accessing resources
- ▶ We observed the resilience of our children, youth, families, and our providers

Pathways - Kickstart: Early Psychosis Program

Navigating COVID 19

Joseph Edwards LMFT

Clinical Supervisor/APD

Elise Blanton-Hubbord MOT, OTR/L-

Director of Occupational Therapy Services



kickstart™



About Kickstart

- ▶ Assessment/Screening for Psychosis-risk and Psychotic mental health conditions
- ▶ Individual, Family, and Occupational Therapy
- ▶ Multiple Family Groups
- ▶ Other Individualized specialty services based on needs
- ▶ Mental Health Education - Workshops, trainings, outreach
- ▶ Services County wide
- ▶ Family Assertive Community Treatment - Mobile services
- ▶ Age Range 10-25
- ▶ Provide treatment/services to over 250 participants/families per year

Transition to Remote Services

► Challenges:

- Hard copy to electronic
- Referrals, assessments, intakes (signatures!)
- Faxes, ROI's, emails
- Telehealth and Remote meetings/outreach

Transition to Remote Services

► Successes:

- Antiquated Processes Permanently Streamlined
 - Referral assignments now more easily made
 - Electronic Form fills now developed for most documents
- Increases access for families with transportation issues
- Increased staff technological skills with telehealth and remote meetings/presentations, permanently expanding remote options for contact

Participant/Family Engagement

► Challenges:

- Access to technology limited for some participants
- Telehealth fatigue/ “Zoom Fatigue”, aversion to technology due to symptoms
- Rapport building more difficult remotely
- Compounded Covid 19 stressors became barriers to treatment (finances, symptoms, loss, anxiety)

Participant/Family Engagement

► Successes:

- Use of program funding to increase access to technology - case by case
- Open air/Socially Distanced mobile services
- Encouraged on camera telehealth, helped participants to adjust and normalize
 - For some participants, these services were preferable
 - Circumstances allowed us to consider telehealth as a potentially MORE effective treatment option in certain cases.
- Compounded Stressors compelled self-advocacy/engagement in families who previously may not have to prioritized mental health services.

The Occupational Therapy Perspective

- ▶ Covid 19 effect on daily occupation
- ▶ Impact of social distancing
- ▶ Resiliency and Flexibility during stressful events and changing circumstances

Changes in Symptoms: Nuanced and Individualized

- ▶ Optimal level of stress
- ▶ Social interaction
- ▶ Fear - infection, police, and psychosis
- ▶ Anticipating change 2021- introversion vs. extraversion

A Diverse Staff is best to serve a Diverse Community

- ▶ People of Color and other marginalized communities have been disproportionately affected by the pandemic
- ▶ 75% of Kickstart participants are POC, as well as 75% of Kickstart staff
- ▶ Approximately a third of staff is bilingual
- ▶ Majority of staff and leadership team are women
- ▶ 25% participants are members of the LGBT community, as are several staff members
- ▶ Barriers to treatment for each unique family are assessed and problem solved

Kickstart Perseveres

- ▶ Operational systems have improved
- ▶ Referrals and Services have continued without interruption
- ▶ Still seeing recovery and improved functioning among majority of our participants



Phone - 619.481.3790

Hours - 8:30-5pm

Email - Joseph.Edwards@pathways.com;

Hope.Graven@pathways.com;

6160 Mission George Road Suite 100

San Diego, Ca. 92120



The COVID Experience of an Adult SUD Provider Agency

James Dunford, MD,FACEP
Medical Director, McAlister Institute
Professor Emeritus of Emergency Medicine
UC San Diego School of Medicine

GOALS

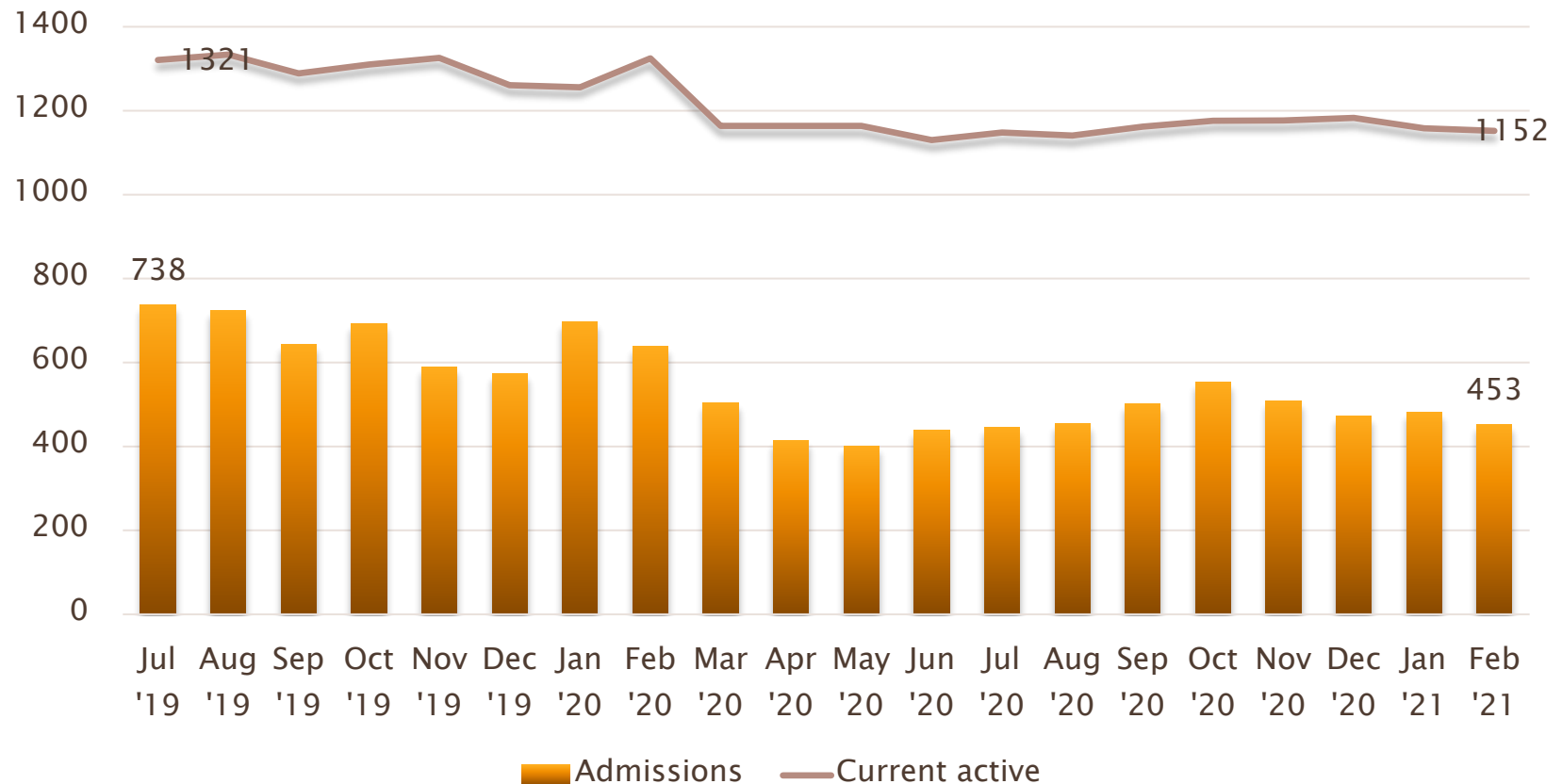
- ▶ Describe McAlister Institute
- ▶ Review data regarding COVID impact on staff, clients and operations
- ▶ Explain my role during pandemic
- ▶ Discuss challenges and lessons learned

MCALISTER INSTITUTE

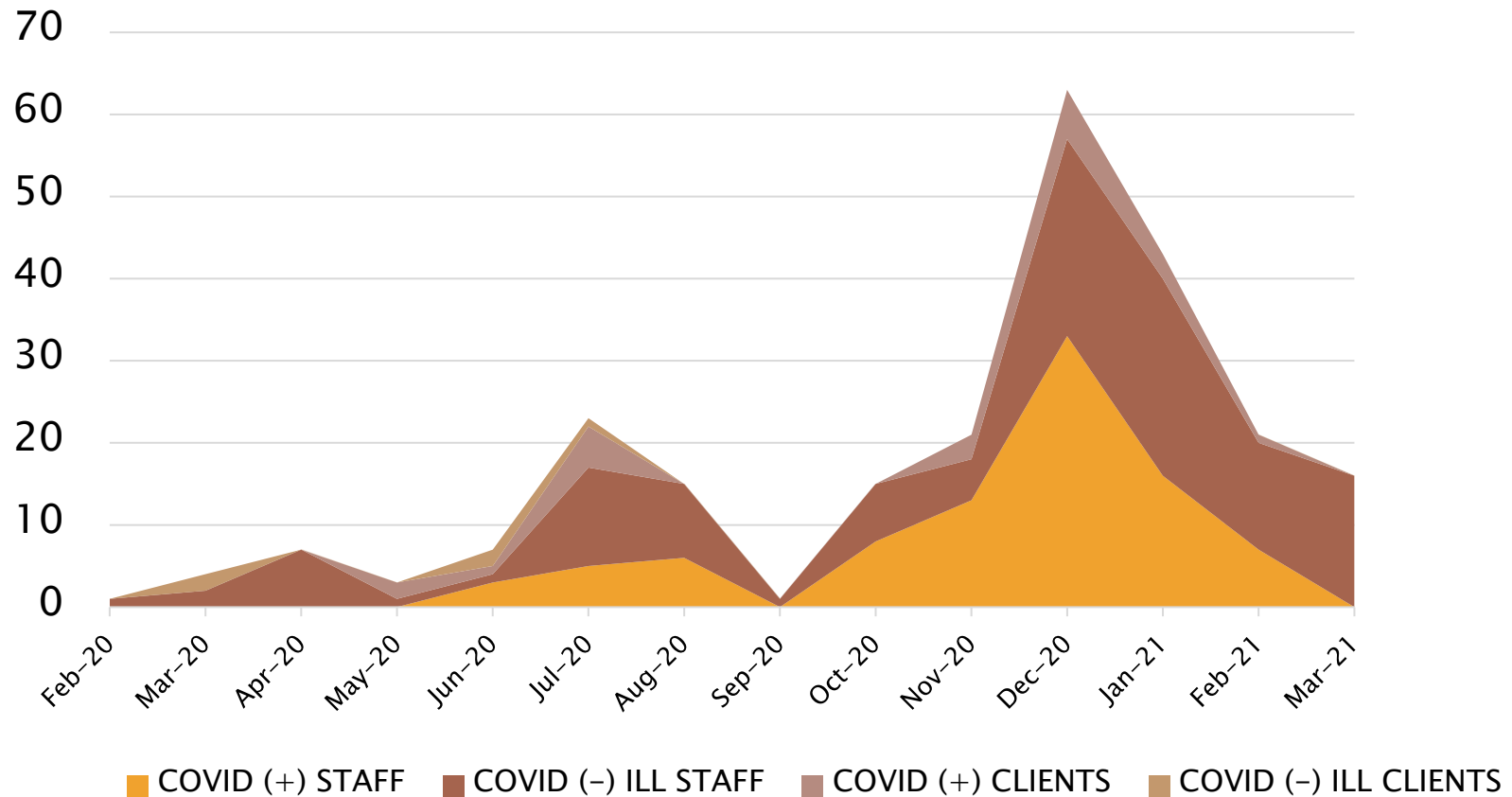
- Jeanne McAlister
 - Founder and CEO (1977)
- 12 clinics
 - 4 Regional Recover Centers
- 5 residential programs
- 2 sobering centers
- 411 employees
- 15,812 active clients pre-COVID
 - 7092 unduplicated



ADMISSIONS AND CURRENTLY ACTIVE CLIENTS

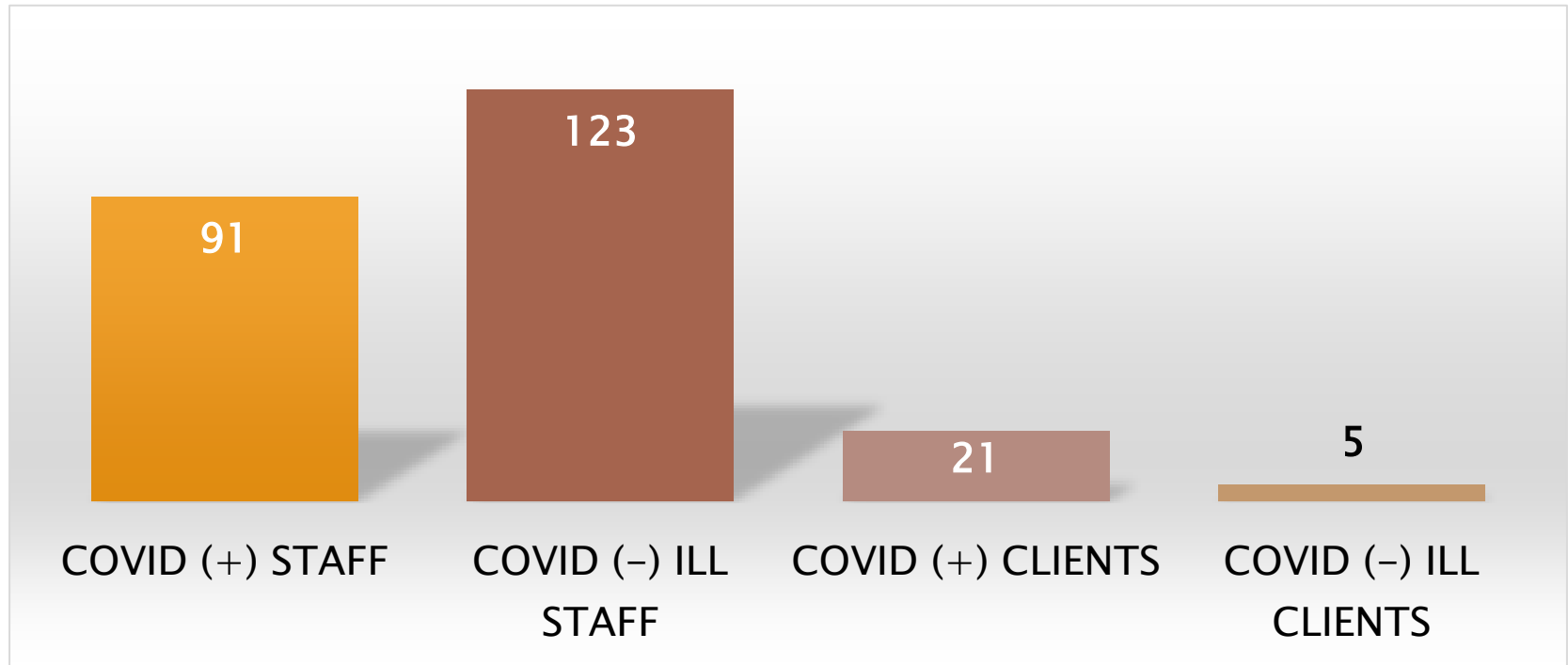


COVID-RELATED ILLNESS OVER TIME



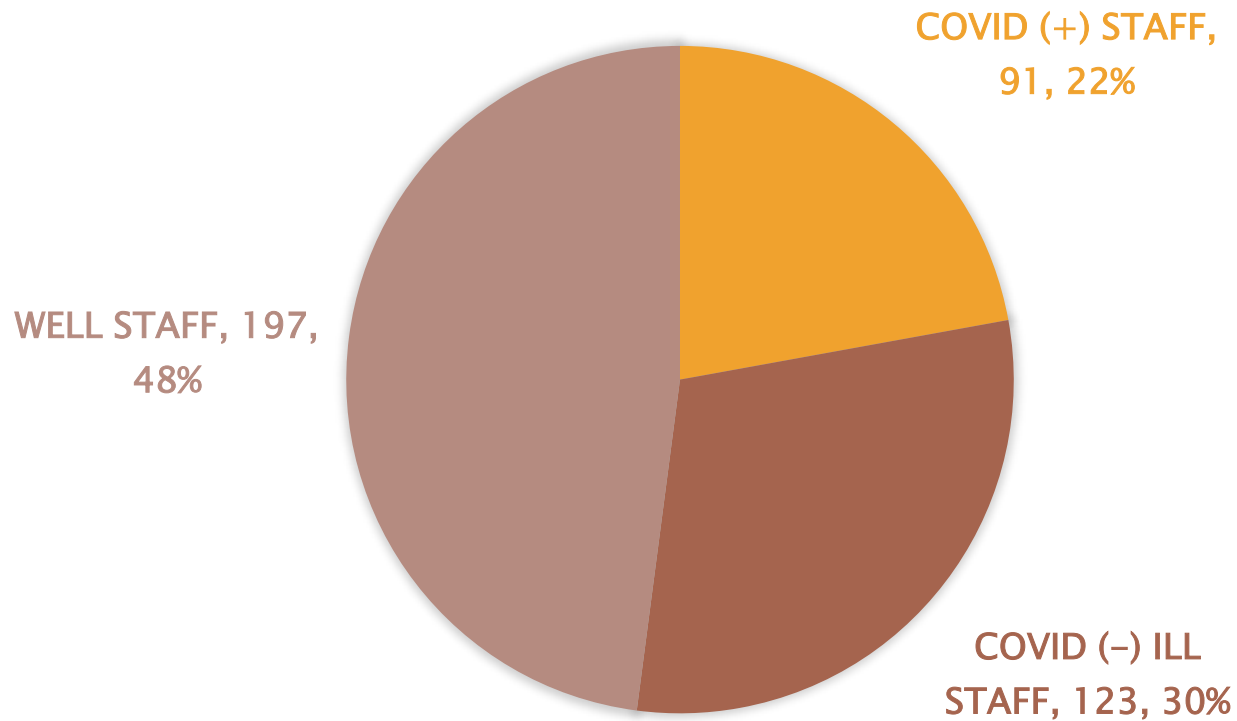
COVID-RELATED ILLNESS: STAFF AND CLIENTS

Feb 1, 2020 – March 31, 2021



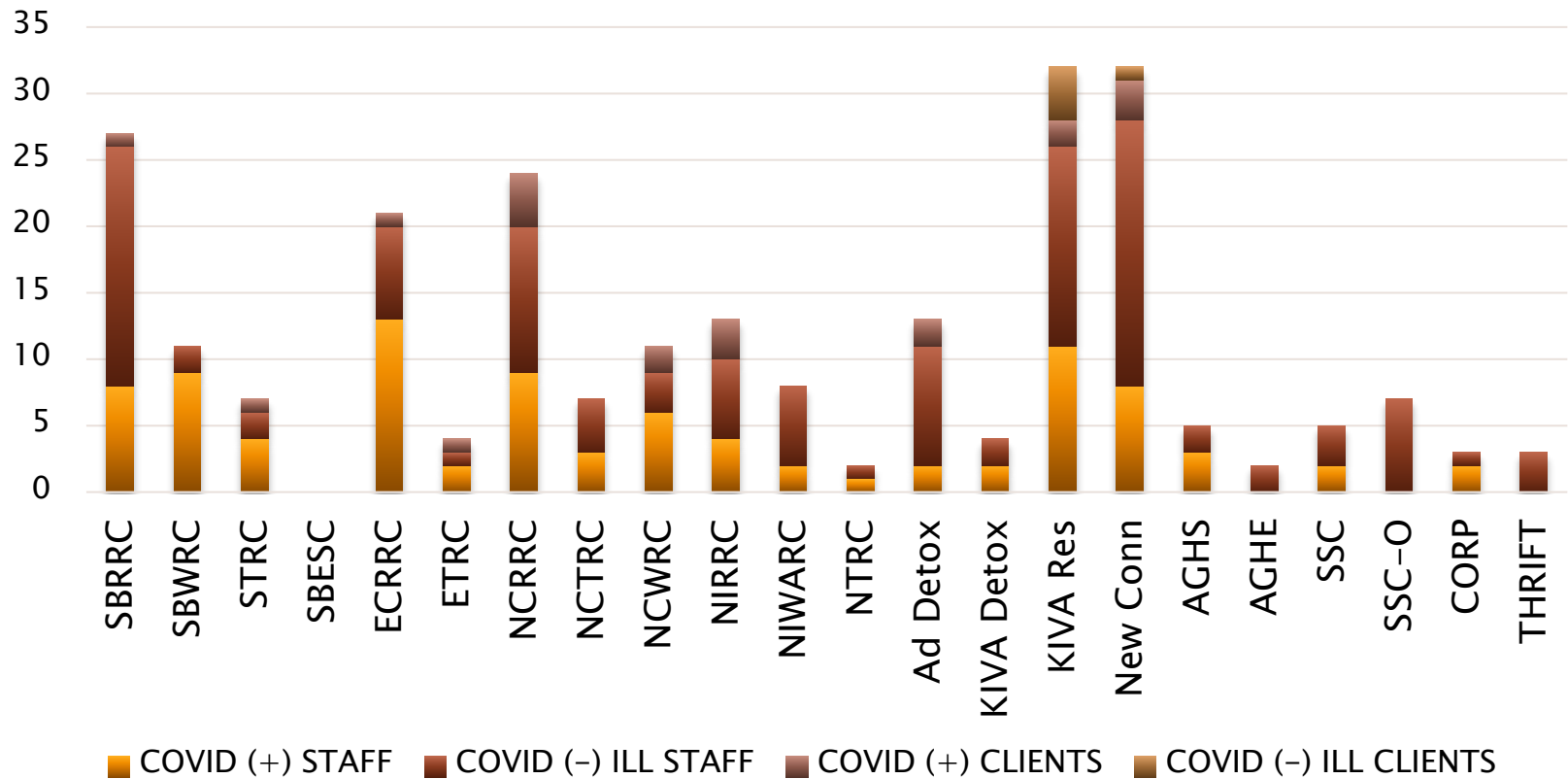
ILLNESS DURING PANDEMIC

Feb 1, 2020 – March 31, 2021



COVID-RELATED ILLNESS BY PROGRAM

Feb 2020 – March 31, 2021



EXPANDED MD ROLE DURING COVID

- ▶ Free Executive Team from clinical issues
- ▶ Program Managers as point-of-contact
- ▶ Same-day call to affected individual
 - Explain role
 - Assess need for testing, work status, F/U
- ▶ Liaison with Public Health–Epidemiology
 - Standardized case reporting
 - Coordinate case outbreak investigations
 - Participate in bi-monthly SUD Medical Director – Behavioral Health conference calls
 - Direct temporary lodging
- ▶ Explain CDC updates
 - Follow-up testing
 - Duration of infectivity
 - Quarantine for essential healthcare workers



CLINICAL OPERATIONS ADJUSTED

- ▶ CDC guidelines implemented
- ▶ Residential census cut 50%
- ▶ In-person appointments canceled except high-risk clients
- ▶ Telemedicine employed
- ▶ Public Health on-site assessments obtained
- ▶ Work at home implemented (corporate)

ISSUES

- ▶ Large, multi-generational living environments were a set-up for spread of the virus
- ▶ Holidays correlated with subsequent illness
- ▶ Temporary lodging was valuable for McAlister
 - Social model SUD program
 - Neither licensed nor staffed to care for medically ill individuals in our residential programs

CHALLENGES

- ▶ Testing stressful
 - Initial lack of availability
 - Whether to test
 - When to test
 - 5/7 day rule beneficial for essential health workers
 - Delayed/lost results
 - Inaccurate results



QUARANTINE'S EFFECT ON PRODUCTIVITY

- ▶ Staffing was significantly impacted
 - One RRC went from 31 to 8 employees
 - Mental health concerns – self and family
 - Burnout due to staff backfill
- ▶ Flexibility with staff schedules essential

TELECONSULTATION

- ▶ Opened doors for clients with disabilities or transportation issues
- ▶ Lack of in-person visits exacerbated SUD
 - Lack of structure = relapses and overdoses
 - Behavior modification requires face-to-face contact and the helping community of the group process
- ▶ Burnout noted in teens already spending hours on computer screens for school
 - No call, no show, limited participation common

SHORTAGES OF RESIDENTIAL CARE

- ▶ Fewer beds reduced sobriety and increased risk of overdose and new criminal offenses
- ▶ Individuals admitted into IOS treatment had difficulty being connected to services (especially mental health) while awaiting residential bed
- ▶ More adolescents ran away and reverted to unsafe behaviors

SPECIAL THANKS

- ▶ County Behavioral Health for repeatedly emphasizing the needs of SUD community to PH officials
- ▶ Family Health Centers of San Diego
 - Coordinated on-site residential testing
 - Facilitated weekly staff and client screening
 - Enabled staff and client vaccinations

QUESTIONS

