IMPLEMENTING BEHAVIORAL HEALTH CRISIS RESPONSE AT STATE AND LOCAL LEVELS: NEW PARADIGMS, PARTNERSHIPS AND INNOVATIVE APPROACHES

The 61st Annual Conference
(1st Virtual Conference)

Thursday, September 17, 2020
1PM CST
BEHAVIORAL HEALTH CRISIS RESPONSE AND COVID 19: NATIONAL, STATE AND LOCAL RESPONSES

Rochelle Head-Dunham, MD, DFAPA, FASAM
Executive Director and Medical Director
## COVID-19 Case Counts

<table>
<thead>
<tr>
<th>Territory</th>
<th>Source</th>
<th>Total Cases</th>
<th>New Cases</th>
<th>Total Deaths</th>
<th>New Deaths</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States</td>
<td>CDC</td>
<td>6,226,879</td>
<td>45,405</td>
<td>188,051</td>
<td>892</td>
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<tr>
<td>State of Louisiana</td>
<td>LDH</td>
<td>153,433</td>
<td>250</td>
<td>4,955</td>
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<td>Orleans Parish</td>
<td>LDH</td>
<td>11,932</td>
<td>6</td>
<td>581</td>
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Sources:

LDH [https://ldh.la.gov/Coronavirus/](https://ldh.la.gov/Coronavirus/)
An outbreak is defined as 2 or more cases among unrelated individuals that have visited a site within a 14-day time period. Data is updated as of August 17. New outbreaks/cases/hospitalizations/deaths are those that have been identified since Aug 10.

<table>
<thead>
<tr>
<th>Outbreak Setting</th>
<th>Number of Outbreaks</th>
<th>New Outbreaks</th>
<th>Case(s)</th>
<th>New Cases</th>
<th>Hospitalization s</th>
<th>New Hospitalizations</th>
<th>Death s</th>
<th>New Deaths</th>
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<td>Automotive</td>
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<td>Bar</td>
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<td>Child Daycare*</td>
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<td>85</td>
<td>0</td>
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<td>College/University</td>
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<td>Grand Total</td>
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<td>8</td>
<td>2622</td>
<td>55</td>
<td>35</td>
<td>1</td>
<td>7</td>
<td>0</td>
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</tbody>
</table>

*Cases represent 38.0% students and 62.0% staff
COVID – 19 Deaths by Race (Orleans Parish)
Disasters exacerbate existing trends! Think of COVID-19 as a Katrina level disaster.

Race of COVID-19 related deaths in Louisiana
4/13/2020

Black Louisianaans dying at rates far above their share of the population, but not sure where or why. Rate of underlying conditions doesn't explain it.

Unemployment insurance initial weekly claims since 2000

Most at Risk
- Black, non-Hispanic
- Renters
- Below 200% of FPL
- Part-time work
- Median annual wages of $20,768
- Less likely to hold a bachelor's degree

Equitable response and recovery to COVID-19 will be as vital to our region as it has been for Katrina.
MHSD has transformed its service delivery system in response to the requirements for safe distancing and maintenance of behavioral health care for vulnerable persons. The purpose of the manual is to provide guidance and recommendations for safe operations during the COVID-19 federally declared emergency. General Guidelines and specific clinical and administrative operations are outlined in compliance with local, state and federal requirements.
Coronavirus disease 2019 (COVID-19)

Coronaviruses are a large family of viruses, some causing illness in people and others that circulate among animals, including camels, cats, and bats. Rarely, animal coronaviruses can evolve and infect people and then spread between people such as has been seen with recent outbreaks of MERS and SARS.
COVID-19 WORK GUIDANCE FOR STAFF AND CONTRACTORS

With COVID-19 rates continuously surging, we need to do all we can as an agency to protect ourselves, our families, and the people that we serve.

Communication is Key!

- Wash up
- Mask up
- Quarantine if Sick
CARE CENTER/CRISIS RESPONSE TEAM COVID-19 RESPONSE

The MHSD Care Center and Metro Crisis Response Team (MCRT) are prepared to follow the Louisiana Department of Health and CDC Guidelines regarding information about Corona Virus and its prevention and treatment. Additionally, for the benefit and protection of all our employees and persons served, it is essential that we minimize the risk of spreading infectious diseases with prudent precautions and institute safeguards consistent with the requirements set forth for workplace safety.
Clinic Operations

Requirements for entrance into all facilities

Triage and temp checks

Changes to clinical services:

• Telehealth Modality
• Centralized scheduling
• Prescription delivery
Clinic Operations: Telehealth

Telehealth Capability has been employed as the primary modality of care for all MHSD clinics as a result of the Coronavirus Epidemic. Both voice and video capabilities are being used by treatment and clinic staff. To adhere to the requirements for safe distancing and to reduce the spread of the virus, MHSD has also implemented a limited number of exceptions for which face to face in-clinic encounters are permissible. The exceptions include:

1. Medication injections
2. Physician Emergency Certificates / PECs
3. Urine toxicology for prescribed medications and illicit substances
4. Physician approved of urgent or emergent in-person visits
5. Aftercare appointments
Clinic Operations: **Scheduling**

MHSD has converted all scheduling to a *centralized scheduling system* to manage all requests for services. Efforts are coordinated between the Care Center and front desk staff to minimize inefficiencies in the process of getting individuals to services and in their capability to use any equipment for telehealth services.
Clinic Operations: New Social Distancing Process for Dispensing Prescriptions

All medications prescribed by MHSD prescribers are either mailed out (Genoa Pharmacy) or picked up at retail pharmacies. The only exception is for medication injections which are given at clinic sites. These changes provide an additional layer of environmental safety.
The MHSD Communications Department is committed to keeping staff, partners and the community aware of agency and service updates during CoVID19. The following measures have been put in place as priority for our department at this time:
Marketing Outreach: General Public

Smokers have a 14% chance of contracting COVID-19.
Click here to learn more!
Call 1-800-QUIT-NOW.

Anxious about CoVID-19?
Join Our
#GetYaMindRight
Virtual Support Chat Line
MON. WED. FRI. 10:15 AM
VISIT MHSDLA.ORG
for more details
RSVP at:
HealingIsTheRevolution@iwnesnola.org
Hosted by Psychiatrists and licensed master social workers

Need someone to talk to get through the COVID-19 pandemic?
Call:
504-568-3130

Crisis Counseling Available
www.MHSDLA.org
Virtual Support for Caregivers

Caregivers (parents, grandparents, aunts, uncles, etc.) have significant demands on them, not more than ever.

We invite you to attend a virtual support group with a focus on coping practices. This is an opportunity for self-care and self-reflection.

Every Thursday @ 10 am

To register email: Valerie.Johnston@mhsla.org or call: (504) 568-3130

EXPERIENCE RECOVERY!

This is an instructional group with supportive therapy available to all persons served.

Every Wednesday at Noon

To Register:
Email: Christina.Firmo@mhsla.org or Call: (504) 517-5922

Now offering PEER to PEER virtual support groups.

Email:
Brittany Howard
Advocacy Director
Brittany.howard@mhsla.org
or call: (504) 568-3130

MHSD Virtual Support Groups
www.MHSyla.org

Marketing Outreach: Individuals Receiving Services
MHSD Staff
Faith Partners Meditation & Reflection Line
Join us
Mon. - Fri.
7:00 AM - 7:15 AM
CALL (605) 313-5393
Access Code: 655417

We know this is a trying time. Let us help!

Marketing Outreach: Internal Staff
Mental Health First Aid and Psychological Support

The MHSD Behavioral Health Emergency Response Team (BHERT) is our equivalent of the FEMA Crisis Counseling Program and the State of Louisiana’s Louisiana Spirit CCP. This model is a non-clinical approach that provides behavioral health support, stress management and resource linkage to those impacted by the COVID-19 pandemic.

Those impacted include but is not limited to the General Public, First Responders, Children, the Elderly and staff of MHSD.
“Mask up, wash up, and keep a safe distance,” has become the mantra during this Coronavirus pandemic of 2020. The impact of these requirements, though simply stated, has been confusing, frightening and a struggle for everyone. Consequences are potentially dire and can mean the difference between life and death.

- Protect your Mental and Emotional Health
- Ignore your foolish pride and ask for the help that you need.
- Do not try to figure this out nor fix this alone!

Employer Flexible Work Schedules

Multi-Parent PODS

Hired Help: Family, Friend, or trusted referral

Family Support

• Take Advantage of No-cost or Low-cost Tech and Tutor Supports

• Alone time is important for centering your thoughts, feelings and actions
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