

FYI Fridays

DBH Updates, Notices, and Policy Guidance

May 22, 2020

Prior issues of FYI Fridays can be found at: <https://dmh.mo.gov/mental-illness/fyi-fridays>

1. **Director Stringer Joined the Governor for Press Briefing** – During the Governor's Press Briefing on Wednesday, May 20, Gov. Parson and Dir. Stringer expressed appreciation for the DMH staff and community partners who are working tirelessly to serve our consumers. Dir. Stringer also mentioned that DMH has applied for a crisis counseling program grant. FEMA funds and oversees the crisis counseling program to provide mental health support and training in presidentially declared major disaster areas. All 50 states, for the first time, have requested disaster declarations. Please take a moment to listen to the remarks beginning at 8:20:
<https://www.youtube.com/watch?v=pTLnPKCH31U>.

2. **COSSAP Application Submitted** - DBH submitted an application for funding through the Bureau of Justice Assistance Comprehensive Opioid, Stimulant, and Substance Abuse Site-based Program solicitation to expand the Justice Reinvestment Treatment Program (JRITP) which will target high risk, non-violent offenders under probation or parole supervision, enhance the operational effectiveness of community supervision, improve the quality of community behavioral health treatment, and reduce incarceration or re-incarceration over a three year period.

The grant will give priority consideration to states who choose counties who have a high or persistent poverty rate and/or are rural or mostly rural according to census data. Our application included expansion of JRITP in six P&P districts which includes the following ten counties: Carter, Ripley, Wayne, Stoddard, Dunklin, New Madrid, Pemiscot, Scott, Mississippi and a part of St. Louis City.

The project includes partnerships between DMH, DOC, the Missouri Coalition for Community Behavioral Healthcare, and several local stakeholders.

3. **MHD Provider Bulletin** - The following bulletin is now available on the [Provider Bulletin page](#): [Pharmacist Administered Medications](#).

For provider and policy issues regarding MHD Clinical Services Programs, including Pharmacy, The Missouri Rx Plan (MORx), Psychology, Exceptions, and Medical Precertifications, email us at: clinical.services@dss.mo.gov. Questions and comments regarding any other issues should be directed to: ask.MHD@dss.mo.gov

4. **Director Stringer Addresses State Workforce on Importance of Mental Health** – DMH Director Mark Stringer reminded us that it is always a good time to talk about the importance of mental health especially during a time of prolonged stress and uncertainty. Self-care, both physically and psychologically, and social connections are important. Read his words [here](#).
5. **2020 Mental Health Champions' Banquet** - In light of the current situation surrounding COVID-19, the Missouri Mental Health Foundation (MMHF) has made the difficult decision to cancel the on-site 2020 Mental Health Champions' Banquet, scheduled for June 23 at the Capitol Plaza Hotel in Jefferson City. The MMHF Board of Directors has decided to hold this year's banquet virtually. The event will be held later this summer. Stay tuned for event details.
6. **CIMOR Priority - Fiscal Year End Billing Cutoffs** -
 - **Medicaid cutoff – May 31, 2020 (Check date: June 30, 2020)**
 - **Non-Medicaid cutoff – June 14, 2020 (Check date: June 26, 2020)**

Cutoff Dates for Services will be as follows:

Medicaid – Applies to CSTAR/CPR/TCM/ACT/CCBHC

- The last cutoff for IGTRM Medicaid billings to use the FY20 allocation is **May 31, 2020** (check date: June 30, 2020). After the cutoff date, DMH Central Office will transfer all remaining dollars to Non-Medicaid for CPS. For ADA, the balance remaining in your redirect will be moved. If there is a need for more than your redirected amount please submit your request to Becky Wolken and Vicki Schollmeyer.
- All requests to transfer funds into IGTRM Medicaid allocations must be submitted **no later than noon on May 27, 2020** to:
 - Regional Staff;
 - Becky Wolken (becky.wolken@dmh.mo.gov);
 - Copy Vicki Schollmeyer (vicki.schollmeyer@dmh.mo.gov) **for ADA** and Amy Jones (amy.jones@dmh.mo.gov) **for CPS**.
- All Medicaid services billed after May 31, 2020, will be paid from your FY21 Medicaid allocation.

Non-Medicaid – Applies to CPS (non-Medicaid), CSTAR (non-Medicaid), PR+, SATOP, Compulsive Gambling, Recovery Supports and CCBHC (non-Medicaid)



Allocation Transfer Request Form.xls

- The last invoice cutoff for non-Medicaid encounters is **June 14, 2020** (check date: June 26, 2020). If you need money moved from Non-Medicaid to Medicaid Ineligibles, you will need to complete the Allocation Transfer Request Form.
- All Non-Medicaid transfer requests for FY20 must be submitted **no later than noon on June 10, 2020** to:
 - Regional Staff,
 - Becky Wolken (becky.wolken@dmh.mo.gov),
 - Copy Vicki Schollmeyer (vicki.schollmeyer@dmh.mo.gov) **for ADA**, and Amy Jones (amy.jones@dmh.mo.gov) **for CPS**
- All Non-Medicaid services billed after June 14, 2020, will be paid from your FY21 Non-Medicaid allocation.

June 14, 2020, is a tentative billing date based on prior-year information. DMH reserves the right to change this date based on the MHD RA cycle. If you have any questions, please email the CIMOR **DBH Support Center** by Logging In and selecting the **Help Ticket** option found on the left side menu of the portal, <https://portal.dmh.mo.gov>.

7. COVID-19 Update –

- **NEW Missouri COVID-19 Dashboard** – Thanks to the Fusion Cell team, this dashboard contains tons of Missouri-specific COVID-19 data that the public can view at will: <http://mophep.maps.arcgis.com/apps/MapSeries/index.html?appid=8e01a5d8d8bd4b4f85add006f9e14a9d>.
- **DMH Facility COVID-19 Testing** - DMH began sentinel testing this week of all staff at state operated facilities to identify asymptomatic positive staff and create a staff testing baseline. Our plan is to average at least 600 tests per day over the next two weeks. Facility staff will perform the testing and will work with the following partners: DHSS, MONG, and DPS/DMAT.
- **COVID-19 Community Testing Info** – DHSS is partnering with local health departments and health care providers to offer community testing events. For current community testing locations and information, including links to pre-register, please visit: <https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus/community-testing.php>.
- **Reopening Decision Trees as Provided by CDC** – The purpose of the tools are to help decision-makers in making reopening decisions with setting-specific considerations during the COVID-19 pandemic.
 - [Childcare](#) | [Workplaces](#) | [Restaurants](#) | [Camps](#) | [Schools](#) | [Mass Transit](#)

- **Screening and Testing for COVID-19 Guidelines** - Read the new guidelines developed by the National Council for Behavioral Health in partnership with the National Association of Addiction Treatment Providers: [Screening and Testing for COVID-19](#).
- **DBH Community COVID Positives Data** - To date, we have received reports of 60 consumers and 19 staff members testing positive for COVID-19 (from 20 providers). Please send any reports of staff or client positives to nora.bock@dmh.mo.gov and copy karen.will@dmh.mo.gov.
- **DBH Treatment Provider Calls** – We are scheduled for every **two weeks** on Wednesdays at 12:00p.m. Next scheduled call is **May 27, 2020**. Resources that we encourage you to check out (these pages all continue to be updated):

DBH COVID-19 Guidance/Resources - <https://dmh.mo.gov/coronavirus-covid-19-information>

DMH Disaster Services Website - <https://dmh.mo.gov/disaster-services/covid-19-information>

Show Me Strong Recovery Plan - <https://showmestrong.mo.gov/#page-top>

MO DHSS Website - <https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus/>

CDC Website - <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Funding Opportunities

Rural Communities Opioid Response Program-Planning - Application Deadline: July 13, 2020 - The Health Resources and Services Administration’s (HRSA) Federal Office of Rural Health Policy (FORHP) released a Notice of Funding Opportunity for the Rural Communities Opioid Response Program-Planning (RCORP-Planning). HRSA will award approximately 50 grants to rural communities to enhance capacity to address substance use disorder, including OUD.

Successful RCORP-Planning award recipients will receive up to \$200,000 over an 18-month period of performance to conduct a series of planning activities, engage multi-sector consortiums, and participate in the RCORP-Planning learning collaborative. While the focus of RCORP-Planning is primarily OUD, applicants may also choose to address an additional substance of concern in the target population based on identified needs. View the funding opportunity on [grants.gov](https://www.grants.gov).

Success Story

Below is an email from a Recovery Coach who works at CMHS in Independence sharing the good news about a client:

Wanted to share... I have a client who is in my outpatient group on Zoom right now who is in the hospital after giving birth to a healthy baby girl weighing 7lbs 8oz. and substance free. She gave birth Monday at 2pm. She is still in the hospital and participating in the Zoom group. This is a testimony of how important it is to continue to have these groups on Zoom. I am hoping they can continue even after this is all over.

Info and Resources

1. **Suicide Prevention Update** – The **Help Him Stay** suicide prevention campaign has hit the streets again – billboard, radio, and social media. The campaign targets middle-aged men in rural areas, where suicide rates are highest. DMH was honored to work with Jason Medows, a farmer and pharmacist from Cuba, MO. Mr. Medows shared his personal struggles with depression and anxiety, and the stress of living and working in rural communities in a [KRCG news report](#) in January. Listen to one of Jason’s radio ads developed for this campaign below.



MDMH-2020-Help Him Stay Jason Medows.mp3 (Command Line)



Also, DMH has begun another round of our youth suicide prevention – **Crisis Text Line** - campaign. Messages are targeted to youth through mostly social media encouraging them to text if experiencing a crisis. “Even in isolation, we're still connected. Talk to a crisis counselor any time you need.”



Media toolkits have been developed that include all of the materials for both campaigns. These links can be shared with anyone who wants to help maximize the reach.

<https://thesocialpresskit.com/help-him-stay#>

<https://thesocialpresskit.com/teen-crisis>

2. **Missouri Eating Disorders Council** - For resources, information, and training on eating disorders, check out the Missouri Eating Disorders Council website at <http://www.moedc.org/>. The May Newsletter can be viewed at <http://www.moedc.org/may-newsletter/>.
3. **Five Key Practices for Providing Tech-Assisted Peer Support** - Stay-at-home and social-distancing orders have changed how peer recovery support services programs are supporting participants during their most vulnerable moments. Here are some of the steps some programs are taking to enhance their existing infrastructure to continue making personal and timely connections. [Read More](#)
4. **AHRQ Statistical Brief Notes Increase in Hospital Inpatient Stays Related to Opioid Use Disorder and Endocarditis** - A statistical brief recently published by the Agency for Healthcare Research and Quality’s (AHRQ) Healthcare Cost and Utilization Project (HCUP) examined hospital inpatient stays related to opioid use disorder (OUD) and endocarditis, an inflammation of the heart valves from bacteria or fungi that can enter the body through a variety of mechanisms, including intravenous drug use. Using data from the National Inpatient Sample (NIS), researchers found that the number of OUD-endocarditis inpatient stays more than doubled between 2005 and 2014, and a larger percentage of these stays were for low-income patients aged 18-34 years old. In addition, Medicaid was the expected payer for more than half of OUD-endocarditis inpatient stays compared with the expected payer for either condition alone. [Read More](#)
5. **FCC's Lifeline Program Offers Discounts for Phone and Broadband Service** - The Federal Communications Commission (FCC) Lifeline program provides monthly discounts on phone and broadband service to qualifying low-income consumers. For more information on the program and how to apply, please visit <https://www.lifelinesupport.org/>. Many fixed (landline) Lifeline carriers already offer unlimited local and toll-free

calling to their subscribers, and mobile wireless Lifeline carriers that are temporarily offering unlimited calling to subscribers during the COVID-19 pandemic include the following: TracFone, through its [SafeLink Wireless](#) brand (until May 29) and [Q Link Wireless](#) (until May 31). To find Lifeline carriers in your area, [Click Here](#).

6. **The Definitive Guide to Leveraging Telehealth** - Telehealth is removing barriers and opening doors, reaching individuals where and when they're ready. Technology and innovation continue to drive our healthcare climate to a more consumer-centric approach. Telehealth offers the potential to drastically improve health outcomes, lower costs, and expand access to services like never before. In this interactive guide, Netsmart and OPEN MINDS take a deep dive into telehealth reimbursement standards, strategic advantages, and best practices of adopting virtual care in your own organization. [Download This Free Guide Now](#)
7. **Increased Alcohol Consumption Among Behavior Changes Linked to COVID-19-Related Stressors** - Several financial stressors created by the COVID-19 pandemic have been linked to higher odds of experiencing negative health behavior changes, including increased alcohol consumption, according to the findings in a recent national survey. [Read More](#)
8. **How Digital Self-Care is Transforming Mental Health Care** - myStrength is excited to share a [digital toolkit](#), offering expert mental wellness tips and evidence-based strategies to manage heightened stress, parenting challenges, social isolation, emotional wellness and more. To help spread mental health awareness and break down stigma, providers can share these tools with anyone who may benefit. An interactive discussion on the current state of mental health now and going forward post-pandemic will be held with experts who will explore the science behind, and benefits of, digital self-care and cognitive behavioral therapy in the context of the continuum of care on **Thursday, May 28, 2020, 1-2pm ET**. [REGISTER](#)
9. **Exploring Regional Health Equity Amid COVID-19** - The Heartland Regional Health Equity Council is launching a series of educational opportunities that highlight regional perspectives, programs and policies related to health equity and COVID-19. This interactive webinar will discuss health equity challenges by state and/or community in Region VII (Iowa, Kansas, Missouri, and Nebraska). The first in a series of bi-monthly webinars will be held via Zoom on **Friday, May 29, 2020, 10am-12pm CT**. [REGISTER](#)
10. **Probation and Parole Regional Oversight Meetings** – These are subject to change given rapidly changing plans regarding COVID-19.

June 5 – Southwest Region – 10:00 am – 12:00 pm
Location: Library, 4653 S. Campbell, Springfield

June 9 – Western Region - 10:00 am – 12:00 pm
Location: KC-ATC, 2600 E. 12th St. Kansas City

June 22 – North Central Region – 10:00 am – 12:00 pm
Location: Columbia P&P Office, 1903 N. Providence, Columbia

June 23 – NE Region – (Districts 11, 16, 17, and 38) – 10:00 am – 12:00 pm
Location: P&P Office, Spencer Road Library, 427 Spencer, St. Peters

June 29 – Eastern Region – 10:00 am – 12:00 pm
Location: P&P Office District 7S, 3101 Chouteau, St. Louis

July 29 – SE Region – 10:00 am – 12:00 pm
Location: La Croix Methodist, 3102 Lexington, Cape Girardeau

TBD – NE Region – (Districts 3, 18 and 26) 9:00 am – 11:00 am - (To be rescheduled from April 14)
Location: P&P Office, 1317 E. Highway 24, Suite B, Moberly

Training Opportunities

- The Jail/Prison System and Mental Health: A Discussion on the Stigma and Challenges Faced Upon Re-Entry Into Society** - This webinar will define the elements of the criminal justice system, discuss the challenges of treating patients with mental illness within the criminal justice system, and recognize the risk of incarceration for patients with mental illness and the stigmatization associated with criminal offenders, SMI, and SMI offender populations. **Tuesday, May 26, 2020, 12pm-1pm ET.** [REGISTER](#)
- Free Mobile Apps Learning Community** - With people across the country now practicing social distancing and sheltering in place, there has been a growing demand for telephonic and virtual care visits. Social isolation increases the risk of relapse particularly for those new in recovery. The purpose of the Mid-America ATTC *Mobile Apps as Clinician Extenders Learning Community* is to increase the use of mobile apps in substance use treatment and recovery services. Join the next session of the **free learning community** focusing on Recovery Support and Engagement.
 - Support of Medication Assisted Treatment: Tuesday, May 26, 2020, 12pm-1pm CT.** [REGISTER](#)
 - Clinician Tools & Application Selection Considerations: Tuesday, June 9, 2020, 12-1pm CT.** [REGISTER](#)
- The Coming Out Process** - The coming out process is a unique and individualized process, preferably driven by the client. Often times, many individuals that identify as a sexual or gender minority face the coming out process multiple times. This webinar will highlight the impact of coming out and how to best support someone through this process. **Tuesday, May 26, 2020, 3:30pm EDT.** To register, [Click Here](#).
- Best Practices in the Adoption of Telehealth: COVID-19 and Beyond Mini Series** - This **mini-series** will focus on best practice in telehealth. It is open to all primary and ambulatory healthcare workers across the globe using or planning on using electronic information and telecommunication technologies to support and promote long-distance clinical health care and patient education. [REGISTER](#)
 - Session 2: Virtual Visits – Maximizing the Experience, Wednesday, May 27, 2020, 9:00 – 10:30am CT**
 - Session 3: Telehealth Technology, Privacy and Payment Policy, Monday, June 1, 2020, 9:00 – 10:30am CT**
- Part 2: Promoting Health Equity: Facilitating Utilization of Medications for Opioid Use Disorder Among Black Patients.** Presenter: Myra L. Mathis, MD. **Wednesday, May 27, 2020, 11am-12pm CST.** Registration: [CLICK HERE](#). Topics covered include:
 - Culturally-informed/structurally competent policy and treatment approaches for Black individuals with OUD
 - Barriers to treatment access and retention for OUD among Black individuals
 - Facilitators of treatment access and retention
 - Target policies and program initiatives in Missouri to promote medication treatment for OUD for Black individuals

Success Story

Below is an email from a client to a Recovery Coach who works at CMHS in Independence:

To whom it may concern,

I wanted to express my appreciation for being able to participate in Zoom outpatient classes during the pandemic. The zoom classes have been a godsend! They have allowed me to stay connected and work on my sobriety. I have been able to continue to develop relationships with both counselors and others who are in outpatient classes. It has given me the opportunity to attend more classes with a much more flexible schedule. It has been such a blessing being able to do the classes from home since I have a two year old and a five year old and do not have a license or vehicle right now. Having the Zoom classes has also kept my family safe from exposure to the coronavirus. The counselors and case workers have been amazingly supportive and extremely informative during sessions. I'm hoping that Zoom classes are an option in the future even after the quarantine is over.

6. **PCSS Clinical Roundtable - House Calls without the House: SUD Services at Homeless Camps** - Providers Clinical Support System will host an informal roundtable discussion with Drs. Fred Rottnek and Aaron Laxton. As a result of this session, participants will be able to: recall ARCA's steps from moving from telehealth to virtual care, describe elements needed for the ARCA model of street outreach, and consider your organization's capacity to step outside of the treatment box. **Wednesday, May 27, 2020, 2-3pm CT.** [REGISTER](#)
7. **Mental Health Mutual Support Calls for Thriving at Work During COVID-19 for Mental Health Providers** – Many providers have created unique strategies for meeting the needs of service participants, but providers may still also be grappling with questions or looking for better ways of doing things. To help facilitate support and the sharing of resources and ideas, a **webinar** on Mutual Support Calls for Thriving at Work during COVID-19 will be held. **Thursday, May 28, 2020, 12:00pm ET.** To register, [Click Here](#).
8. **Treatment and Engagement Strategies for Youth and Young Adults with OUD** – Adolescents and young adults who use opioids, especially in combination with alcohol, could be at higher risk for overdose during the COVID-19 pandemic. For youth who have experienced barriers in receiving or accessing treatment in the past, access to evidence-based medications for OUD and continuity of services could improve treatment outcomes. This webinar will discuss how providers can reduce risk and promote prevention of opioid dependence. **Thursday, May 28, 2020, 2-3pm ET.** [REGISTER](#)
9. **FSP Training ADJUSTMENT ANNOUNCEMENT** - It was previously announced that the Family Support Provider Training (FSP) scheduled for **June 9-11, 2020**, would be held at the Coalition. FSP Training will now be hosted virtually via Zoom each day from 9:00am - 11:00am and 1:00pm - 3:00 pm. This schedule allows sufficient time to train the necessary information without being too long in a virtual format for participants. Registration is still through Relias. For further information or questions, please contact Jill Richardson, Statewide Family Network Coordinator, at jill.richardson@dmh.mo.gov.
10. **Defining and Assessing Integrated Behavioral Health Capacity** - Research indicates that integrated treatment is more effective than sequential treatment and parallel treatment for people with co-occurring mental health and substance use disorders. This **presentation** will introduce the Dual Diagnosis Capability in Addiction Treatment and the Dual Diagnosis Capability in Mental Health Treatment instruments and toolkits for improving co-occurring disorder treatment capability. **Wednesday, June 10, 2020, 12pm CT.** Registration: [CLICK HERE](#).
11. **Using Telehealth to Advance Addiction Treatment During COVID-19** – This webinar will review telehealth policy changes due to COVID-19 and the implications for provision of addiction treatment. It will also review challenges specific to addiction telehealth treatment and offer specific recommendations for policy makers, providers and individuals to support their journey in recovery. **Tuesday, June 16, 2020, 1-2pm ET.** [REGISTER](#)

Recurring Training Opportunities

Please contact the training sponsor as these events may be subject to change given the developing COVID-19 situation.

1. **Overdose Education and Naloxone Distribution** - The MO-HOPE Project has scheduled virtual trainings through the end of June 2020. Trainings are free, but registration is required.

AVAILABLE TRAINING DATES:

Thursday, May 28, 2020 – Time: 2pm – 4pm CT, [REGISTER](#)

Friday, May 29, 2020 – Time: 11am – 1pm CT, [REGISTER](#)

Thursday, June 4, 2020 – Time: 3pm-5pm CT, [REGISTER](#)

Friday, June 12, 2020 – Time: 12pm-2pm CT, [REGISTER](#)

Monday, June 15, 2020 – Time: 10am-12pm CT, [REGISTER](#)

Thursday, June 25, 2020 – Time: 10am – 12pm CT, [REGISTER](#)

Tuesday, June 30, 2020 – Time: 10am – 12pm CT, [REGISTER](#)

OVERDOSE EDUCATION AND NALOXONE DISTRIBUTION TRAINING OF TRAINERS

Tuesday, June 9, 2020 – Time: 10am – 12pm CT, [REGISTER](#)

Monday, June 22, 2020 – Time: 2pm-4pm CT, [REGISTER](#)

2. **MCB's Clinical Supervision Trainings** - This training is required for an individual to be a MCB Qualified Clinical Supervisor. If you have any questions, please contact the MCB office at 573-616-2300 or help@missouricb.com
 - **July 30 and 31, 2020** - Joplin - [Click Here for the July Joplin CST Training Registration Form](#)
 - **November 19 and 20, 2020** - St. Louis - [Click Here for the November St. Louis CST Training Registration Form](#)
3. **MCB's New Online Ethics Video Training Series** - Due to the COVID-19 pandemic, the MCB is allowing online ethics trainings through at least May 31, 2020, and then will re-evaluate whether to extend that date. To help meet the demand for online ethics trainings, the MCB has created six online ethics courses. Each course has a video with a quiz and provides 1 CEU credit for \$10.00. If you need three hours of ethics, pick any three of the courses to take; and if you need six hours of ethics, take all six courses.

The courses are:

1. Treatment/Counseling Ethics Code Review
2. Overview of Ethical Concepts
3. Positive Ethics
4. Ethics & Technology
5. Ethics Case Examples and Real Life Questions
6. Certified Peer Specialist Ethics Code Review

The courses can be found at the following link: [Missouri Credentialing Board - Online Ethics Trainings](#)

4. **MAT (Buprenorphine) Waiver Course** - Opioid SOR, in partnership with the Missouri Coalition for Community Behavioral Healthcare are providing an 8-hour MAT Waiver Course. This **course** is different from the traditional 8-hour live course, as the first 4-hours will be in person and then the last 4-hours will be individual online work. Once you complete the first 4-hour live training, you will receive an email from AAAP with a link for the other 4-hours of individual work. Once that work is completed, they will send you a certificate of completion.

AVAILABLE TRAINING DATES:

St. Louis, Missouri

Saturday, June 13, 2020 - Time: 8:30am - 12:30pm CT, Presenter: Dr. Fred Rottnek

Saturday, August 8, 2020 - Time: 8:30am - 12:30pm CT, Presenter: Dr. Fred Rottnek

Saturday, September 26, 2020 - Time: 8:30am - 12:30pm CT, Presenter: Dr. Evan Schwarz

Saturday, November 7, 2020 - Time: 8:30am - 12:30pm CT, Presenter: Dr. Evan Schwarz

Register Here: <http://www.cvent.com/d/chqswn>

**Additional dates may be added throughout the year.*

8 Hour Online MAT Waiver Training

Register Here: <https://learning.pcssnow.org/p/onlinematwaiver>

5. **Certified Peer Specialist Supervision Trainings** - The MCB will be offering the following Certified Peer Specialist Supervision Trainings. The training has been changed slightly and updated for 2020 so if you have attended previously, you are welcome to sign up again. These trainings are free and lunch is provided. [Click Here for the Peer Specialist Supervision Training Registration Form](#). If you have any questions, please feel free to contact the MCB office at 573-616-2300 or help@missouricb.com.

AVAILABLE TRAINING DATES:

Thursday, June 25, 2020 – Time: 9:00am – 4:30pm, St. Louis, MO

Thursday, August 13, 2020 – Time: 9:00am – 4:30pm, Springfield, MO

Thursday, October 15, 2020 - Time: 9:00am – 4:30pm, Cape Girardeau, MO

Thursday, December 17, 2020 – Time: 9:00am – 4:30pm, Jefferson City, MO

Look for updates on different topics/initiatives next Friday!

MO DMH Treatment Providers' Perspectives on Adapting to COVID-19 ~May 2020~

"It really illustrates that some of the rules previously in place have been barriers to treatment."

"Our biggest concern is a downturn in individual donations and private foundation funding ... which would impact our ability to retain staff in an environment where there is an increased demand for service."

"We have a significant amount of clients that don't have access to the internet or have very limited cell phone coverage. Some due to poverty, some due to living in rural areas."

"Our ability to decrease missed appointments has been the most positive outcome of this whole effort. Eliminating the logistics of the travel has been a life saving initiative to our clients who have desperately needed services."

"The statewide response from the Department and from the Coalition has been a great support for us."

Transition Experiences

Challenges (items endorsed by >50%):

- Lack of client access to needed technology/internet (82%)
- New clinical service delivery techniques/practice challenges (80%)
- Cost required/financial challenges (69%)
- Concerns about client safety from lack of in-person visits (67%)
- Operating new systems/technical challenges (64%)
- Lack of staff/clinic access to needed technology (56%)

Supportive Factors:

- Motivated staff/workforce (90%)
- Willing/engaged clients (80%)
- Technologically-adept staff/IT department (59%)

Telehealth Experiences

Overall:

- Clients and staff responding positively to virtual sessions
- Most say attendance has improved (fewer no-shows) for both counseling and medical visits
- Biggest obstacle is client lack of access to phones, data plans, and wifi

Client Experiences: Providers report clients slightly prefer both counseling and medical visits via telehealth (vs. in-person).

Staff Experiences: All reported staff have responded fairly well (28%), well (31%), or very well (41%) to delivering services via telehealth.

If they could turn back time...

- They would have already prepared most staff to work-from-home with needed equipment, platforms, and training
- They would have had more PPE on hand
- They would have ensured patients were familiar with telehealth platforms even if not using them



Desired Continuation of Flexibilities

Newly-enacted policies or flexibilities providers would most like to continue:

- Allowance/reimbursement of telephone-only visits (87%)
- Verbal signatures on documentation (85%)
- HIPAA relaxations for telehealth platforms (74%)
- Expanded scope of outreach activities (67%)
- Waived requirement for in-person 1st visit for buprenorphine (59%)

For the above – as well as other recent policy changes – most providers want them to remain for at least the length of the national emergency, but preferably indefinitely.

Primary reasons cited are client convenience, client safety (reducing COVID-19 risk), and lack of client transportation.

Variability

Providers say challenges vary by client, service, and program. Clubhouse, Psychiatric Rehabilitation, and youth services are the most difficult to maintain. Youth have the highest no-show rates. Rural providers struggle more with telehealth due to clients without cell or internet. African American clients often lack access to – and trust in – technology. Some staff are experiencing low morale and poor mental health, while others are coping well.

Future Challenges

The primary challenges providers expect to face in the next 3-6 months are:

- Increased demand for behavioral health services with fewer resources to serve them (69%)
- Staff/workforce being unable to work because of COVID-19 related changes (e.g., lack of childcare) (56%)

If issues related to COVID-19 continue long-term, the majority of providers report their transition to telehealth would likely be sustainable, with few problems (65%).

“Some of our most vulnerable clients have no access to internet or proper phones that would allow video telehealth. Also, many of them due to their symptoms cannot manage the steps needed to connect to video telehealth. They are very comfortable and able to do phone calls.”

“We would like to use the enhanced level of telehealth services for the foreseeable future with the emergency, but also carry on some variation of it where clients don't have to report to our building to have a telehealth encounter permanently.”

“Have a large enough database to see if quality outcomes result with these relaxed rules.”

