How to participate using GoToWebinar Control Panel:

- Question chat box
- Raise hand during Q & A
How to participate using Mentimeter:

- Use your smart phone or tablet
- Or open a new browser on your computer
1. Grab your phone
2. Go to www.menti.com
3. Enter the code and vote!
House Rules

- Be kind and courteous
- Listen attentively and with an open mind
- Speak honestly
- Share the space
- Learning leaves, but names stay
- Step up, step back
- Reserve the right to change your mind

***This webinar is being recorded for staff revision.***
Welcome from NAMI CA

Jessica Cruz, MPH, CEO
NAMI Town Hall
June 4, 2020

Dr. Jim Kooler
Assistant Deputy Director, Behavioral Health, DHCS
DHCS is like the mothership: USS Enterprise
Must provide tools and resources: USS Enterprise
Provide guidance:

Light House in a storm
Foster Care Model of Care Workgroup

- This workgroup is part of DHCS’ CalAIM initiative, and is hosted in partnership with the California Department of Social Services.
- The intent of the workgroup is to create a long-term plan for how children and youth in foster care receive health care services (physical health, mental health, substance use disorder treatment, social services, and oral health) and serve as a venue for stakeholders to provide feedback on ways to improve the current system of care for children and youth in foster care.
- The workgroup will also determine if a new system of care should be developed, and, if so, how it would be established.
- Next meeting is scheduled for June 26, 2020.
- For questions, email CalAIMFoster@dhcs.ca.gov.
Behavioral Health Task Force

- The California Health and Human Services Agency announced the formation of Governor Gavin Newsom’s Behavioral Health Task Force to address the urgent mental health and substance use disorder needs across California.
- For questions and inquiries, contact BehavioralHealthTaskForce@chhs.ca.gov
I know someone that has been sick or tested positive for COVID-19.

- Yes: 35%
- No: 65%
COVID-19 has affected my employment status or someone I know.
Crisis Counseling Program
Immediate Services Program

- $1.6M awarded from FEMA to re-launch CalHOPE – used in Camp Fire Disaster
- Media Campaign to normalize feelings of stress, anxiety and reduce depression during the pandemic. Move people that need help to website and Warm Line
- CalHOPE website- www.calhope.dhcs.ca.gov
- CalHOPE Warm Line- 833 317-HOPE
Crisis Counseling Program

Regular Services Program

- Expand the 60 day program to a 9 month program.
- Application submitted to FEMA on 5/21 for $84M - review time 6-8 weeks.
- Statewide CalHOPE Media Campaign to reach general public and high risk populations
- Expand CalHOPE website to more human centered approach
Crisis Counseling Program
Regular Services Program - continued

- CalHOPE Support
  - Expand CalHOPE Warm Line to 24/7
  - Provide up to six Crisis Counseling sessions with Counselor with similar background
- Tribal Crisis Counseling
- CalHOPE School provide communities of practice to identify and share best practices to support youth transitioning between distance learning and school site classes.
CalHOPE Layers of Intervention and Support

Warm Hand Off to Treatment Services

CalHOPE Support-
Up to six concordant sessions, American Indian Native Alaskan, Schools Based

CalHOPE Peer Warm Line

CalHOPE Web
Linkage to resources – Human Center- Apps

CalHOPE Media
Both Broad and Narrow Populations Focus on Appropriate Platforms

Normalize the stress, anxiety and support people feeling the impact of isolation, physical health issues, economic uncertainty, food insecurity—ultimately prevent a wave of deaths of despair!
Sheltering at home has been

- Traumatic: 1
- Difficult but manageable: 19
- Ok: 8
- A nice break: 2
Complete the sentence: Because of COVID-19 I am feeling...
DHCS response to COVID-19

• See dhcs.ca.gov and the DHCS COVID-19 Response page for FAQs and information notices

• Swift pivot to telehealth in Medi-Cal
  - Most specialty mental health services and substance use disorder treatment services are already available by telephone and telehealth
  - New telephone and telehealth access in Drug Medi-Cal
  - New telephone assessment access in DMC-ODS

• Streamlined provider enrollment, licensing, application fee waivers, and virtual criminal background checks
DHCS response (cont.)

- **Audits**: virtual or postponed
- **Streamlined onboarding**: provider enrollment, licensing, application fee waivers
- **Driving Under the Influence programs**: flexibility in inspections and leaves of absence
- **Psychiatric medications**: consent can be verbal, not written
- **Alcohol and Drug counselors**: extension of certification timelines
- **Payment**: Additional flexibility in how DHCS pays counties, and how counties can pay providers
- **Written signatures**: document verbally if unable to obtain in writing
Tip of the Iceberg
What positive things have come out of COVID-19-

<table>
<thead>
<tr>
<th>Clarity</th>
<th>Environmental benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>I've participated in so much enrichment on Zoom.</td>
<td>Stronger than I realized</td>
</tr>
<tr>
<td>Self care</td>
<td>Be able to readjust.</td>
</tr>
<tr>
<td>Slowing-down</td>
<td>More family time</td>
</tr>
<tr>
<td></td>
<td>More connection despite physical distance</td>
</tr>
</tbody>
</table>
What positive things have come out of COVID-19-

- Connection through new channels
- Learning to cook
- People joining together in unique ways
- Time to spend with my son to really talk and connect
- Helping others more
- Focus on priorities
- Been able to have more quality family time
- Family time
- Faith
What positive things have come out of COVID-19-

I am Zoomed out. Tired of being home by myself.

working on decreasing anxiety with classes

I am disabled, use a wheelchair. I can now go to NAMI meetings in various chapters virtually.

unusual connections with everyone

Growing our reach using innovative methods

That one can find positive moments during hard times.

Ability to focus on my fitness

Heightened awareness of all the little things

"communities" of help we did not know exist.
What positive things have come out of COVID-19—____

- More people have discovered the power of virtual connectivity to family.
- How we can get through it all together as a unity.
- Slowing down, learning to live without being busy.
- More exercise.
- Spending time at home with family.
- Spaghetti, maybe.
- Zoomed out.
- Connecting by phone with many people.
- Closer as a state through crisis.
What positive things have come out of COVID-19-

- Bored
- Viewing old problems in a new way.
- Cleaner air
- Less noise
- More birds
- Self care
- Being on time
- Connections
- Stronger
- People helping people
- Cat has lots of lap time
- Earned a 2nd college degree and residential care worker certificate
- Connecting with community through Zoom
- Helping other people
- Working from home
- Learned Zoom
- Spending time with family. Many webinars for NAMI. Catching up on NAMI trainings.
What positive things have come out of COVID-19?

- Not stressed out from the traffic
- Moving out of my comfort zone
- Yes! Using the phone as a phone has been an unexpected blessing
- Knowing how lucky I am
- I am able to attend virtual meetings with The National Council and Amer Assoc of Suicidology
- My dogs love it!
- FaceTime has become the family connection
- Spending more time with the dog
- Having support groups over zoom
What positive things have come out of COVID-19-____

Improving my overall health.

Empatia, helping other people more. Focus in my life, I want to work to help people.

Finding unique ways to show caring.

Nine

Eating out less
Time to Come Together!
Thank You!
Dr. Jim Kooler

Jim.Kooler@dhcs.ca.gov
Q & A Session

RAISE YOUR HAND TO ASK/SPEAK VERBALLY
OR TYPE IN THE QUESTIONS/CHAT BOX.
✓ BE KIND AND COURTEOUS
✓ LISTEN ATTENTIVELY AND WITH AN OPEN MIND
✓ SPEAK HONESTLY
✓ SHARE THE SPACE
✓ STEP UP, STEP BACK
✓ RESERVE THE RIGHT TO CHANGE YOUR MIND

***THIS IS A RECORDED WEBINAR.
THANK YOU!

Please tell us about your experience and take our Post-Survey!

https://www.surveymonkey.com/r/NA_MICAandDHCSTownHall

If you would like to continue in today’s conversation, or have a question we were not able to address on the call. Please reach out to:

Angela Brand
angela@namica.org