


**HOWARD COUNTY
BEHAVIORAL HEALTH PROVIDER
COVID-19 RESOURCE &
RESPONSE CALL #5**

Howard County COVID-19
Foreign-born Services
Response and Resources

April 24, 2020

 HOWARD COUNTY
HEALTH DEPARTMENT
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Howard County LHC
Local Health Improvement Coalition

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HOUSEKEEPING

Participants will be muted upon entry.
Using the icons on your screen, you can:

- Mute/Unmute your microphone; Mute/Unmute button on phone
 - Please mute yourself during discussion/questions if not speaking

Use the "chat" feature to ask questions during the presentation.

- View Participant list on computer— opens a pop-out screen that includes a "Chat" icon that you may use to submit questions
- Question/ comment can also be added to the chat box throughout the meeting

Not a Video Call...you cannot see us and we cannot see you...we can only hear you.

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WELCOME & OPENING REMARKS

Roe Rodgers-Bonaccorsy

Director, Bureau of Behavioral Health
Howard County Health Department

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PURPOSE

GOAL: Learn what resources are available to foreign born & special populations during COVID-19.

OBJECTIVES:

1. Welcome & Opening Remarks
2. FIRN
3. Chase Brexton
4. HCHD Foreign-Born Outreach Coordination
5. Q&A
6. Networking & Partner Updates
7. Closing Remarks

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FOREIGN-BORN INFORMATION & REFERRAL NETWORK

Mike Mitchell

Executive Director
FIRN

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FIRN Facing COVID19
Foreign-Born Information and Referral Network

Howard County has a legacy of inclusion. FIRN ensures that legacy lives on in how we welcome New Americans and how those New Americans enrich the community through their contributions to culture, the workforce, and the economic and public health of our community.

The journey of New Americans is one of integration and our mix of programs are meant to serve that process. This includes:

- Legal Services – DACA, Citizenship, Temporary Protected Status
- Information and Referral – Social services that support basic and emergency needs
- Interpretation and Translation

But integration is a two-way journey. We also host and promote events that introduce and educate existing members in the community about the richness New Americans bring. That manifests itself in many, many ways....



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Confronting COVID19 - I&R

- Food Distribution - With great partners across the county
- Unemployment - Helping people apply for unemployment online. "The phone number is always ringing busy so this seems to be the only way people can get through. Even after people apply online, there are still forms they get in the mail that they have to fill out and send back"
 - Clients email us a picture of the form and we call them to tell them what to do) then we also fill out something online every week answering whether or not the client has started working again and whether they've been looking for a job.
- Applying for food stamps
- Applying for medical assistance
- Guiding people in what to do if they think they have COVID-19.
- Bridging knowledge of the School Systems services and resources for those parents who do not speak English



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Confronting COVID19 Interpretation and Translation

CORONAVIRUS (COVID-19) INFORMATION

ENGLISH **SPANISH** **KOREAN**

STOP THE SPREAD OF GERMS
DETENGA LA PROPAGACION DE LOS MICROBIOS
병균을 확산 방지

Listen to the Recording...
Escuche la grabación...
Asegúrese que sus hijos sean los primeros, no los últimos

¡De Regreso a Clase!

LLAMADA Y VIDEOCONFERENCIA PARA PADRES DE FAMILIA EN ESPAÑOL

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Confronting COVID19 Financial Resources

Pay It Forward Fund
...Because giving is contagious

- No-Interest Loans
- Rent, Utilities, Emergency Needs
- Clients meet needs,
 - Repayments Pay it Forward

Target Launch May 10



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CHASE BREXTON

Lisa Pearson

Director of Behavioral Health
Chase Brexton Health Care

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Chase Brexton Health Care

Our Mission
To provide compassionate, quality health care that honors diversity, inspires wellness, and improves our communities.
Because everyone's health matters.

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Columbia Center TOTAL NUMBER OF PATIENTS FY19: 10,634

Programs & Services

- Pediatric Primary Care
- Adult Primary Care
- OB-GYN
- Infectious Disease Care
- Walk-in HIV Testing
- Pediatric and Adult Behavioral Health
- Pediatric & Adult Dental
- Social Work & Outreach (including Insurance Assistance)
- Full Service Pharmacy & On-site Lab

PATIENT VISITS – FY19

- Medical: 25,442
- Dental: 2,206
- Behavioral Health: 4,928
- Substance Use: 333
- Case Management: 2993

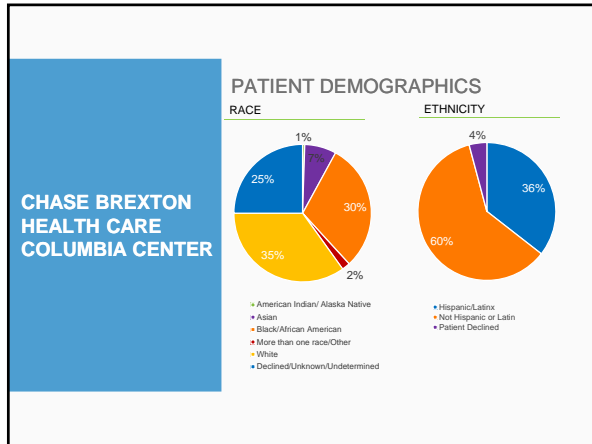
PAYOR MIX – FY19

- Commercial: 21.4%
- Medicare: 7.3%
- Medicaid: 29.3%
- Uninsured/Self Pay: 42.0%

Healthcare is local. Columbia Center is located on the Brown and Gold bus routes, is easy to access from Route 29, I-95, and is close to Columbia Town Center.
English and Spanish. Many of Columbia's care team staff is bilingual in English and Spanish, making it easier for our patients to communicate about their care.

Columbia Center
5500 Knoll North Drive
Columbia, MD 21044

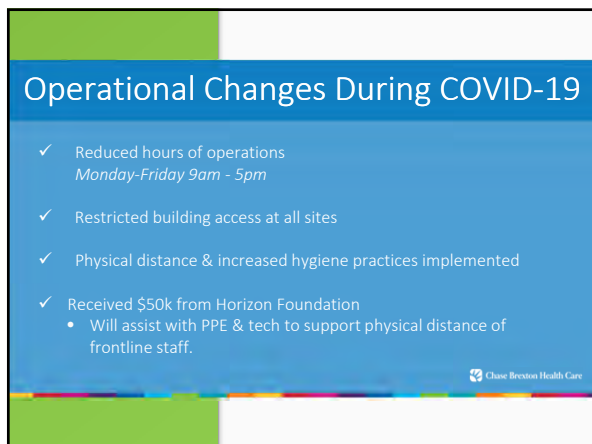
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Communicating During COVID-19

- ✓ **Internal Communications**
 - 2x a day incident command calls
 - Daily staff emails
 - Weekly, biweekly patient emails
- ✓ **BH & Medical educational videos** on the internet
- ✓ **Virtual Town Hall Q&A session** w/ CBHC experts




The graphic for the COVID-19 Question Hour is for Wednesday, March 25, 2020, from 6PM to 7PM. It features three experts: Meisha Davis, LCSW-C (Trauma, Social Work & Outreach), Randall Leonard, LCSW-C (Staff Training), and Dr. Sebastian Ruhn (Medical Chief, Hospital Outpatient, Director of Infectious Disease Medicine). A 'LIVE' badge is present.

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Introduction of Telehealth

- ✓ Audio-only and audio-visual capabilities
- ✓ Available to established & new patients
- ✓ Available in Farsi, Spanish, French and Hindi
- ✓ More than **3,000 appointments** in first two weeks



The illustration shows a person sitting at a desk with a laptop, participating in a telehealth session. A video call window shows a doctor. There are plants on the desk.

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Telehealth Services

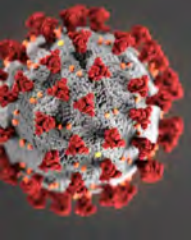
- ✓ **Current services offered via telehealth:**
 - Medical services for adults and children,
 - Adult and pediatric transgender/gender diverse services,
 - Individual behavioral health,
 - Psychiatry, and
 - Substance use treatment.
- ✓ **Services not offered via telehealth:**
 - Group therapy
 - Walk in BH services



The illustration shows a person standing next to a large smartphone. The phone screen displays a doctor in a white coat. There are green leaves around the phone.

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COVID-19 Testing & Treatment



- ✓ All patients are screened upon entry & testing is available if they meet criteria.
- ✓ Providers **on call** to answer questions about COVID-19.
- ✓ Nurses available during center hours for **triage**.
- ✓ Medical providers can put in orders for COVID-19 testing at **local testing sites** for established patients.

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Service Changes

- ✓ Roll out of **telework** and rotating A/B teams on-site staffing
- ✓ Increased **Pharmacy mail delivery service**, with focus on vulnerable patient populations
- ✓ Social work increased **hardship assistance**
 - CBHC-Columbia awarded \$10k from Horizon Foundation for urgent access to food and rental assistance during the COVID-19 crisis
- ✓ **Non-acute needs** appointments rescheduled or moved to phone or telehealth

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Behavioral Health Changes

- ✓ **Currently Offering**
 - Individual Therapy
 - Phone sessions
 - Audio-visual sessions via telehealth
- ✓ **Currently on Hold**
 - Group therapy
 - Walk-In services
- ✓ **Fees**
 - Billed to insurance
 - Sliding fee for eligible patients

Chase Behavioral Health Care

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Lisa Pearson, LCSW-C Chase Brexton Health Care
 Director of Behavioral Health
 chasebrexton.org
 410-837-2050

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HOWARD COUNTY HEALTH DEPARTMENT

Heidi Weiss-Beedie

Foreign-Born Outreach Coordinator
 Howard County Health Department

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FOREIGN-BORN PROGRAM: SERVICES

GOAL: To provide linkages to services for the foreign-born, undocumented and uninsured Howard County population with serious mental illness (in their own language (via FIRN interpreter when needed))

- To a behavioral health counselor
- To a psychiatrist for medication evaluation
- To a psychiatrist for ongoing medication management services
- Other referrals (eyeglasses, childcare, medical services, immigration support, services within the Howard County Public School System, etc.)
- Using insurance for those eligible

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FOREIGN-BORN PROGRAM: RECIPIENTS

Four Eligibility Measures

1. Foreign-born
 - Born outside the US to non-US citizens; proof requested (passport, birth certificate), data is verified
2. Undocumented
 - Not a US citizen
 - Does not have permanent residency status in the US (no Green Card)
 - Entered US legally but travel visa, work visa or refugee visa has expired
 - "Dreamers" are undocumented; *US military veterans can be undocumented*
3. Uninsured
 - Has no health insurance through spouse, significant other, or parent
 - Is ineligible for benefits through the public health care system
4. Howard County resident
 - Must show proof (utility bill, school registration, MVA ID card, etc.)

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WHO REFERS CLIENTS TO FOREIGN-BORN PROGRAM?

- Howard County Health Department Reproductive Health Clinic, WIC
- Howard County Public School System: Teachers, School Counselors, Hispanic Achievement Liaisons
- Howard Community College: Counselors, Academic Advisors
- Physicians: Chase Brexton
- Criminal Justice System (Victim's Services, Parole & Probation, State's Attorney's Office)
- FIRN (Foreign-Born Information & Referral Network)
- Grassroots Crisis Intervention Center
- Department of Social Services
- Howard County Police Department
- Word of mouth! Former and existing clients / our efforts, like health fairs

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HOW SERVICES HAVE CHANGED WITH CORONAVIRUS

Existing clients: All have continued services with no interruption!
 New clients: All services are offered via telemedicine
 Client intakes are conducted via FaceTime, WhatsApp, etc. instead of in person

- Client confirms via email or text message: they understand rights and responsibilities of FBP, authorize disclosure of information and agree to meet in person to sign intake forms post Coronavirus era
- Intake documents are scanned and sent to provider via email
- Providers conduct sessions virtually; all copays are waived
- Providers submit invoices as usual
- Invoices are scanned and sent to HCHD BBH Payroll Department
- Providers receive payments as usual

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FOREIGN-BORN PROGRAM: PROVIDERS

- Psychiatrists:
 - Dr. Xiu-Di Fan, MD (English, Cantonese, Mandarin)
 - Dr. Padder, MD (English, Spanish, Urdu, Hindi, Kashmiri, Nepali)
- Therapists
 - Dr. Ana Garcia Fernandez, PhD (English & Spanish)
 - Juana Sancho Davila Moreland, LICSW-C, EFT-C (English & Spanish)
 - Gisela de la Peña Baptiste, LCPC (English & Spanish)
 - Sean Lare, LCSW-C (English, LGBTQ affirmative therapy)

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COORDINATOR OF SPECIAL PROGRAMS II, MH

Heidi Weiss-Beedie
Foreign-Born Outreach Coordinator

Bureau of Behavioral Health
Howard County Health Department

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Email: hweissbeedie@howardcountymd.gov

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Q & A

Please use the Chat Box to submit questions!

Presentations and recording will be posted at www.hclhic.org

For additional information or questions contact lhic@howardcountymd.gov

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NETWORKING ANNOUNCEMENTS & PARTNER UPDATES

Please share any updates by typing them into the Chat Box. The host may also unmute your microphone to speak.

Thank you!

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CLOSING REMARKS

- **Upcoming Webex Calls:**
 - COVID-19 & Vulnerable Populations: Homeless Populations & Detention Center – Wednesday, 4/29/20 from 11:30 AM – 12:30 PM
 - COVID-19 & The Stages of Trauma and Recovery (STAR) – Wednesday, 5/6/20 from 11:30 AM - 12:30 PM (1 CEU)
 - COVID-19 & Cultural Competency: Managing Implicit Bias within the Therapeutic Process – Friday, 5/15/20 from 9:00 – 10:00 AM (1 CEU)
- Presentations, recording, & additional resources will be posted at www.hclhic.org
- For additional information, contact lhic@howardcountymd.gov
- For general questions related to COVID-19, e-mail askhealth@howardcountymd.gov

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“We are going to need to depend on each other, to look out for each other, and to take care of each other, because we are all in this together.” - Governor Hogan

A sign outside a day care facility in Forest Hill says: “We are in this together.” (Elizabeth Janney/Patch File)

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