

HOWARD COUNTY BEHAVIORAL HEALTH PROVIDER COVID-19 RESOURCE & RESPONSE CALL #6

Howard County COVID-19
and Vulnerable Populations: April 29, 2020
Homeless & Detention



Howard County LHIC
Local Health Improvement Coalition

HOUSEKEEPING

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- 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

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WELCOME & OPENING REMARKS

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Howard County Health Department

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PURPOSE

GOAL: Learn how behavioral health providers are serving vulnerable populations and what resources are available to them during COVID-19.

OBJECTIVES:

1. Welcome & Opening Remarks
2. Grassroots Crisis Intervention Center
3. Howard County Detention Center
4. Q&A
5. Closing Remarks

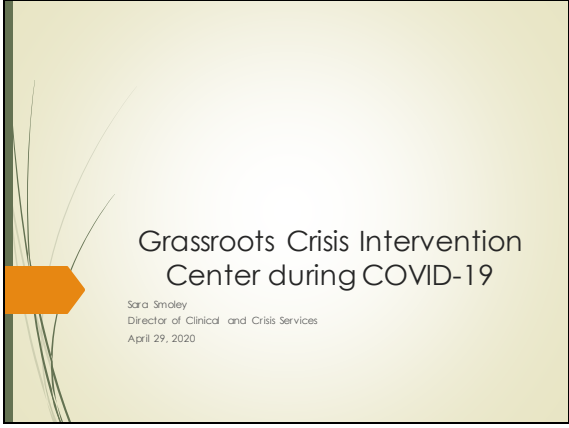
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**GRASSROOTS CRISIS INTERVENTION CENTER
DURING COVID-19**

Sara Smoley


Director of Clinical and Crisis Services
Grassroots Crisis Intervention Center

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**Grassroots Crisis Intervention
Center during COVID-19**

Sara Smoley
Director of Clinical and Crisis Services
April 29, 2020



Grassroots Crisis Intervention Center

- Grassroots Behavioral Health Crisis Services
- Located in Columbia, MD
- 24/7 Hotline and Walk-In
- Mobile Crisis Team (MCT)
- Screening, Brief Intervention and Referral to Treatment (SBIRT)
- Opioid Use Disorder (OUD) Stabilization
- *51-bed Homeless Shelter



Screening for COVID-19

- Grassroots is using a weighted screening tool to determine likelihood of COVID-19 infection.
- The screening includes taking the person's temperature. Anything over 100 degrees is considered a fever.
- All residents in shelter are screened once a day in addition to whenever they leave and return to the building.
- All staff are screened at the beginning of their shift.
- Clients coming into contact with outreach workers are also screened and connected to appropriate care if necessary.



Grassroots Hotline and Walk-In Services Prior to Stay-at-Home Order

- 24/7 Hotline: Answering Grassroots own hotline, the National Suicide Prevention Lifeline, the MD Helpline (211), and several after hours lines
- At least two counselors on-site at all times answering hotline calls and meeting with walk-in clients
- More than 90% of services are conducted via Hotlines.
- Walk-in services are most often for basic needs (food, hygiene items) or for very serious mental health concerns or suicide
- Grassroots serves as the single point of access for homeless services and also runs a Homeless Shelter and Day Resource Center

Grassroots Hotline and Walk-in Services During Stay-At-Home Order


- Hotline is operating completely remotely. Counselors are able to answer calls from home via our VOP phone system. There has been no disruption to Hotline.
- We have seen a sharp increase in 211 calls, particularly related to COVID-19. The calls we have been getting since COVID have been longer and more intense.
- Walk-in services are limited to clients who are literally homeless or are looking for opioid withdrawal services. We are encouraging clients to call first and attempting to resolve anything possible over the phone.
- Clients requesting food from the pantry are encouraged to call first. The Hotline counselors determines what is needed and contacts someone who is on-site to gather the items. There is always at least one person on site.

Mobile Crisis Team Prior to COVID-19

- Available daily from 9am-11pm
- Teams are made up of at least 1 fully licensed clinician, the second person is not required to be licensed, minimum requirement is Bachelor's level
- Works closely with Howard County Police Department and is dispatched by HCPD via police radio
- Meets face to face with people
- MCT calls often involve clients who are suicidal or homicidal. MCT also responds to calls regarding sudden and traumatic death and to large scale community issues.
- The goal is to keep the client safe at the least restrictive level of care.


MCT after Stay-at-Home Order

- MCT continues to operate 9am-11pm daily
- MCT Clinicians are dispatched from home. Dispatch calls Hotline and Hotline reaches out to the Clinician on shift.
- If at all possible, calls are resolved by phone. Clinicians are still meeting with clients face-to-face if the issue cannot be resolved by phone.
- Staff have been provided with PPE including masks, gloves, and booties.




SBIRT and Stabilization for OUD Prior to COVID-19

- In FY 2018/19, Grassroots expanded services to offer SUD including SBIRT and Opioid Use Disorder Stabilization, with medication.
- With SBIRT services, clients can be screened for SUD and connected to treatment if appropriate.
- Stabilization services include induction of Medication Assisted Treatment (MAT) prescribed by a Nurse Practitioner.
- The Stabilization Program measures success by Enrollment into ongoing treatment
 - There are licensed medical staff on site 24/7 to manage clients.
 - Peer partners are available to offer support.
 - The treatment room has 8 convalescent chairs where clients can stay until they are connected to ongoing treatment.



SBIRT and Stabilization for OUD During the Stay-at-Home Order

- SBIRT assessments are being completed by phone and in person. Counselors are available during the same hours as before the order.
- OUD services are still available on-site.
- Capacity for OUD services has decreased from 8 treatment chairs to 3 in order to comply with social distancing.
- We have seen a decrease in OUD services in the past several weeks but are anticipating an uptick in the coming weeks.



Shelter Services Prior to COVID-19

- Grassroots operates a 51-bed shelter including 18 beds for single men and 6 beds for single women.
- Residents meet with their assigned case manager to achieve permanent housing goals.
- Residents may stay 3-6 months with extensions granted if there are extenuating circumstances.
- Residents in shelter are in private or semi-private rooms.
- Meads are provided.

Shelter Services During the Stay-at-Home Order

- Grassroots has been working with the county to follow guidance from the CDC and other national housing entities.
- Per guidance, we have decreased shelter capacity to the point where each client or each family has their own room. (This may change in the next week.)
 - Clients who were deemed at high risk for COVID complications were moved to motel. These clients meet with their case managers by phone.
 - Humanim has provided staffing 8 hours a day 7 days a week on site at the motel.
- Meds have been challenging as volunteers usually provide assistance with them. They have been especially challenging for clients in the motel.
- Grassroots has been working closely with Humanim and Corrections to ensure that clients are getting their needs met.

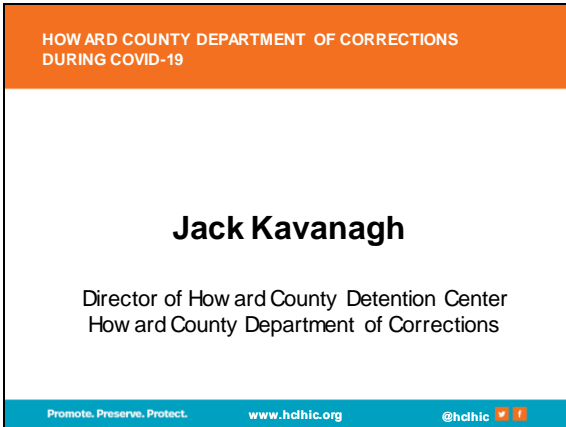
Day Resource Center (DRC) Services Prior to COVID-19

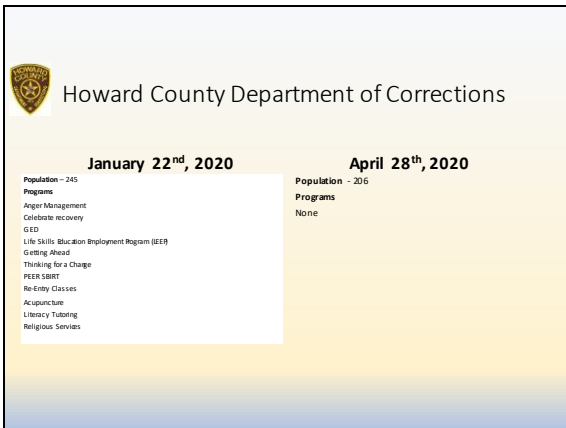
- Grassroots Day Resource Center is open 3 days a week (Monday and Wednesday from 2pm-6pm and Saturday from 10am-2pm) to provide homeless and unstably housed clients with the necessities. It is primarily staffed by volunteers.
 - Hot meal and pantry
 - Laundry
 - Showers
 - Medical services via a volunteer MD
 - Clothing
 - Other services like GED classes and assistance with obtaining ID

DRC Services During the Stay-at-Home Order

- Due to the restriction on gatherings of more than a certain number of people since mid-March, the DRC has been providing limited services outside of the building.
- DRC staff and volunteers are providing bags of food to clients at designated drop off locations several times per week.
- DRC staff are assisting with case managing the clients of the motels. (Humanim and Corrections are also case managing clients of the motels.)









Howard County Department of Corrections

March 1, 2020 began – Steps to Keep Us Safe

3/1/20 Housing units begin a deep cleaning. All cells and dayrooms. Hallway workers continually washing door handles and surface areas. Will sanitize transport vehicles daily. Sanitize holding cells at least once per shift.

3/10/20 New inmate intakes are getting temperature checks and asked COVID 19 questions. Anyone with a temperature of 100.3 or higher or has traveled to a "hotspot" will be quarantined until further evaluation by medical staff. We are in daily contact with our County Health officials to get updates and new guidance on managing our operation.

3/13/20 Message sent out to the inmates, of the importance of hand washing & cleaning. Additional hand sanitizers were added. Modified on site visiting to allow spacing in the visiting room, however, we are expanding video visiting. Temperatures on all releases & advising anyone with a temperature to follow quarantine procedures.



Howard County Department of Corrections

3/16/20 All programs & visits are suspended until further notice. All persons entering the facility will be temperature scanned. Anyone with a temp of 100.4 or higher will be denied entry.

Male Intakes will be processed as follows:

A receiving unit will be used til filled. No movement- 14 days. If no one is symptomatic all will be rehoused

Work release participation is suspended.

3/18/20 Starting tomorrow, staff will report to roll call to get their post assignments and then **immediately** go to their post. Also the courts thru the motions filed from the Public Defender's Office are assessing those suitable inmates that may be more vulnerable to the virus for possible release. IC Solutions is allowing inmates 2 free weekly phone calls & 1 free video visit. As possible officers will be consistently assigned to housing posts for 14 days to help manage contact tracking should the need arise

3/19/20 Inmates in all housing units except segregation were issued sanitary wipes today. They are to be issued and collected every shift.



Howard County Department of Corrections

3/20/20 CBF Intakes – we will continue to screen all CBF intakes by doing temperature checks (100.4 or above is the concern) and general observation. For symptoms, shall be placed in an isolation cell and Medical notified. At the time we have a symptomatic inmate, all staff who interact with the inmate will be required to wear all PPE. Inmate will be issued institutional clothing and surgical mask.

3/23/20 Requests have been sent to the courts to place suitable inmates who are on work release and are within 4 months of release to be placed on home detention.

3/26/20 The CDC today issued updated recommendations for jails, that all personnel who process/scan new intakes or personnel wear full PPE. We are also asking shift staff to take their temperatures.

3/30/20 The courts have approved 8 work release participants to be placed on home detention. 2 additional inmates were released because of chronic medical conditions



Howard County department of Corrections

3/31/20 We will issue all staff an N95 mask and face shield. There will be daily temperature readings of all inmates on receiving units. All inmates will have bi-weekly temperature checks

4/2/20 It has been recommended that officers wash their uniforms as soon as they get home and wear a clean uniform to work daily. Also nurses working at any other facility are to ensure they arrive in a clean uniform of coming here to work from another facility.

4/6/20 Contracting with Citron hygiene to provide weekly disinfecting spray service to the entire facility. This in addition to routine daily cleaning.

Update – If an inmate is symptomatic or positive for the corona virus, we will conduct the initial appearance hearing by telephone at the request of Commissioner Logan.



Howard County Department of Corrections

4/8/20 We have established an isolation unit. It has a separate air handling unit to house anyone who is symptomatic or confirmed.

4/13/20 No inmates or staff are symptomatic. Inmates were re-issued surgical masks today.

4/16/20 All staff must have on their issued mask immediately upon entering either facility. Social distancing of 6 ft or more is also important.

4/17/20 there is one staff member who is off duty with corona virus symptoms. She was tested & awaiting results. No inmates are symptomatic. All staff are to complete the COVID-19 entrance screening form as soon as possible. Upon each subsequent day you must verify the information is the same or what has changed.

4/24/20 The staff person pending a test received a NEGATIVE result. Three inmates have been found drinking hand sanitizer. In response we have increased our monitoring of the sanitizer.

4/27/20 tomorrow, on advise from the Health Department we will be informing inmates that they will need to wear their masks more frequently and practice social distancing. They will need to wear the mask when they are together in a group and not practicing social distancing.



Howard County Department of Corrections

Current Challenges

Release Resources

- Post release housing
- Post release treatment
- Post release services

Inability to Transfer Inmates

- Those held with DOC sentences
- Those awaiting a State Mental Health Hospital bed
- Those held with charges in other jurisdictions

Keeping up Inmate Morale

- New games
- Bingo by unit
- Basketball/Soccer Tournaments

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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CLOSING REMARKS

- **Upcoming Webex Calls:**
 - 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/Path Bild)

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