

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

The 61<sup>st</sup> Annual Conference  
(1<sup>st</sup> 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

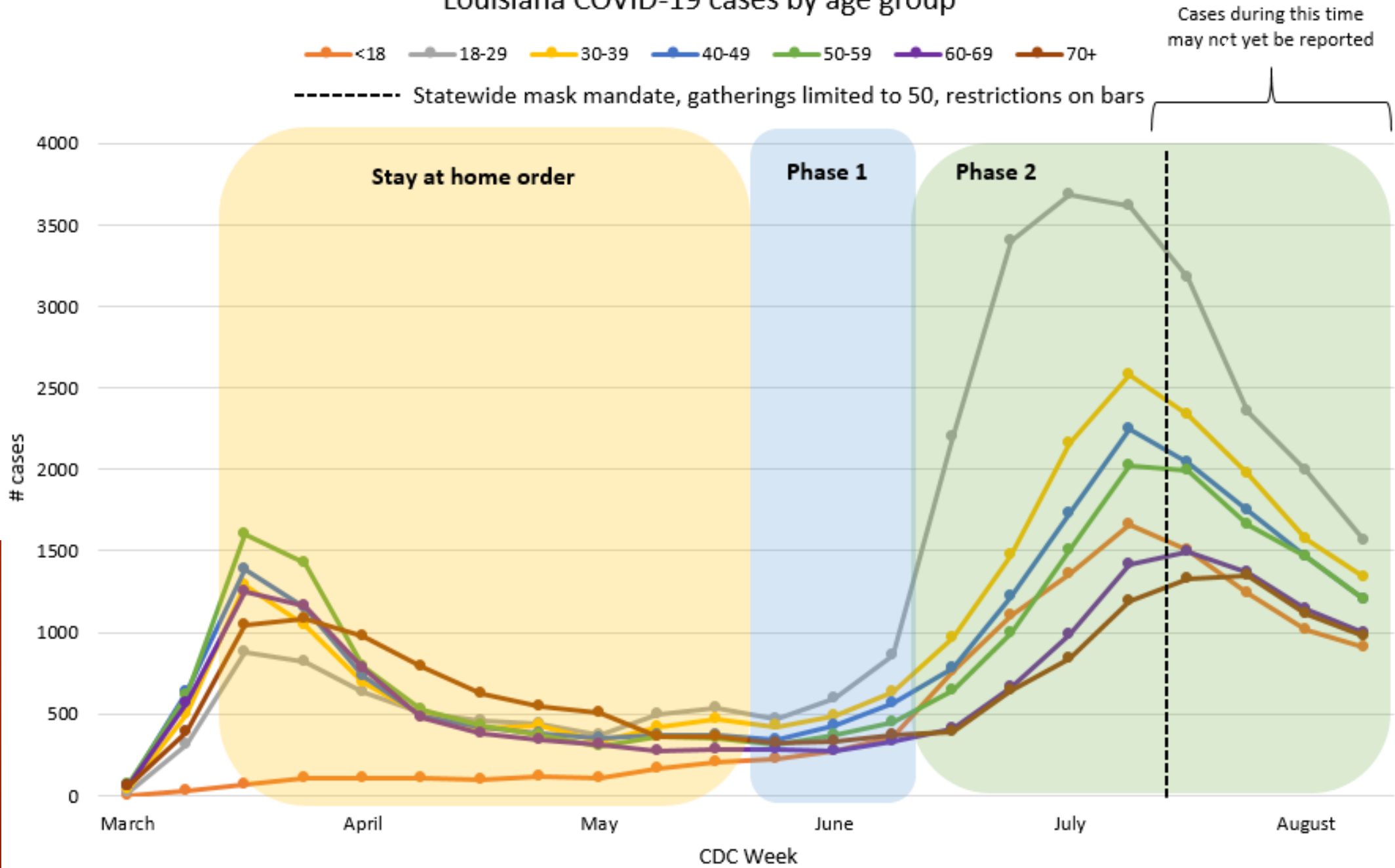
Territory	Source	Total Cases	New Cases	Total Deaths	New Deaths
<b>United States</b>	CDC	6,226,879	45,405	188,051	892
<b>State of Louisiana</b>	LDH	153,433	250	4,955	13
<b>Orleans Parish</b>	LDH	11,932	6	581	2

Sources:

CDC <https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>;

LDH <https://ldh.la.gov/Coronavirus/>

# Louisiana COVID-19 cases by age group



COVID - 19  
Deaths by  
age group  
(Louisiana)

# COVID-19 Outbreak Summary: non-congregate living settings (Louisiana)

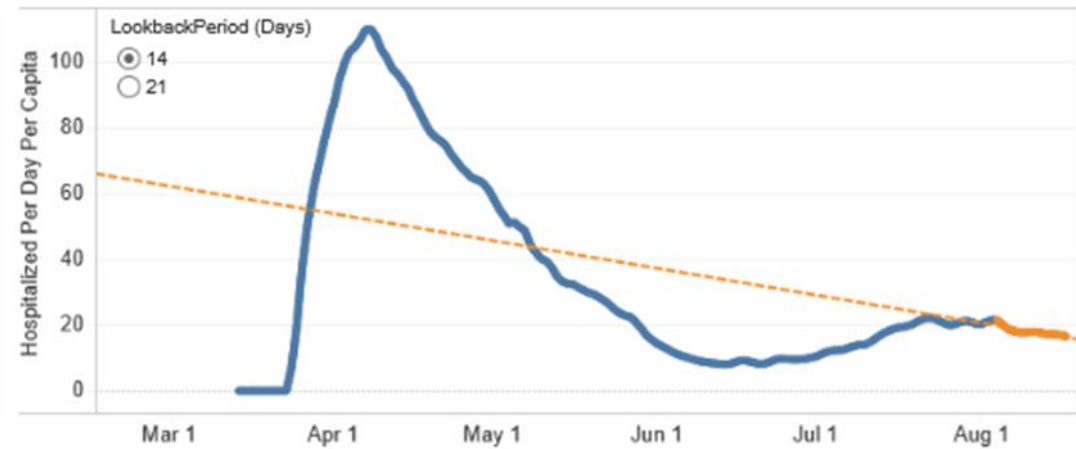
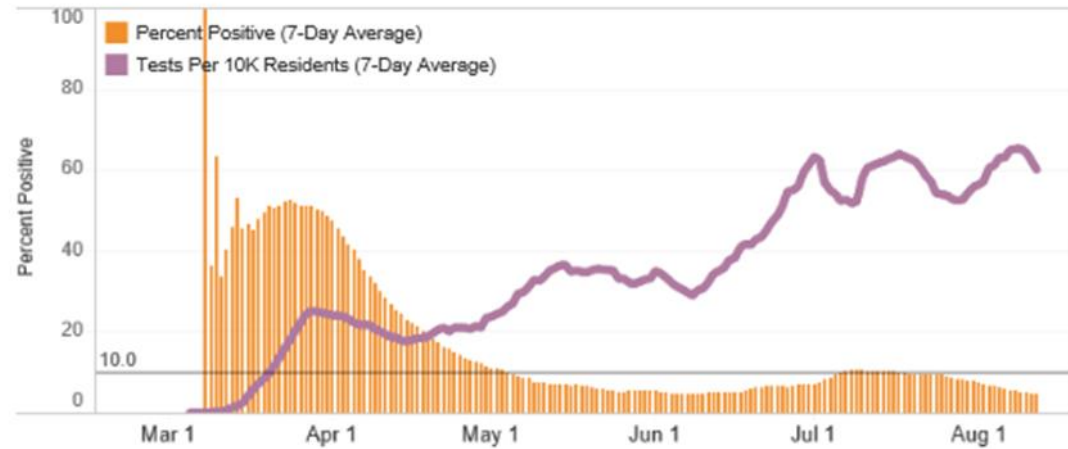
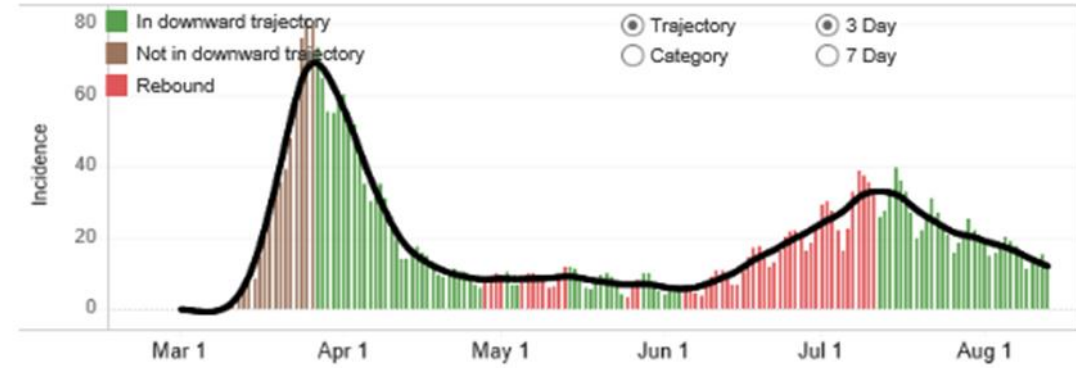
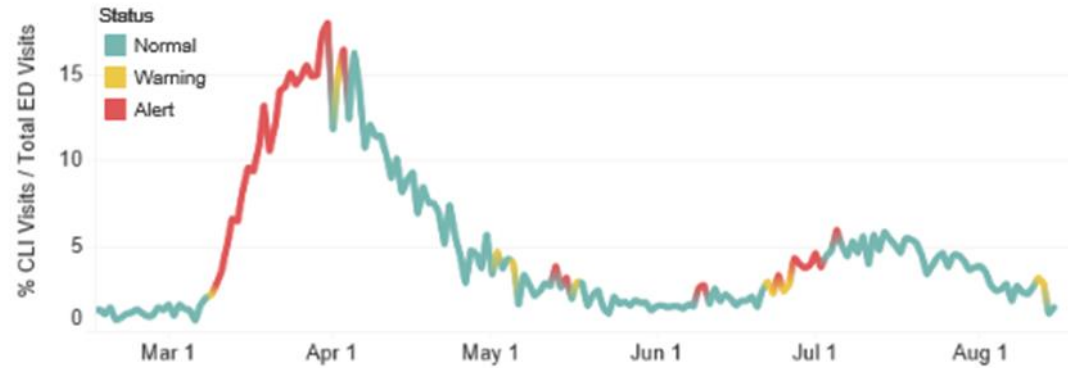
Outbreak Setting	Number of Outbreaks	New Outbreaks	Cases	New Cases	Hospitalizations	New Hospitalizations	Deaths	New Deaths
Automotive	9	0	49	0	0	0	0	0
Bar	41	0	468	0	0	0	0	0
Camp	2	0	10	0	0	0	0	0
Casino	7	0	206	6	5	0	1	0
Child Daycare <sup>†</sup>	24	0	85	0	1	0	0	0
College/University	4	0	158	7	0	0	0	0
Construction Site	4	0	52	0	0	0	0	0
Food Processing	24	0	591	2	8	0	0	0
Gym/Fitness Setting	5	0	31	0	0	0	0	0
Industrial Setting	50	3	356	18	0	0	1	0
Office Space	16	0	107	0	1	0	0	0
Other Worksite	15	2	53	7	0	0	0	0
Primary/Secondary School	3	0	17	0	0	0	0	0
Recreation	5	0	20	0	0	0	0	0
Religious Services/Event	12	2	65	6	19	1	5	0
Restaurant	38	0	167	0	0	0	0	0
Retail Setting	27	0	85	0	0	0	0	0
Ship/Boat	2	0	5	0	0	0	0	0
Social Event	5	1	51	9	0	0	0	0
Wedding	8	0	46	0	1	0	0	0
<b>Grand Total</b>	<b>301</b>	<b>8</b>	<b>2622</b>	<b>55</b>	<b>35</b>	<b>1</b>	<b>7</b>	<b>0</b>

<sup>†</sup>Cases represent 38.0% students and 62.0% staff

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.



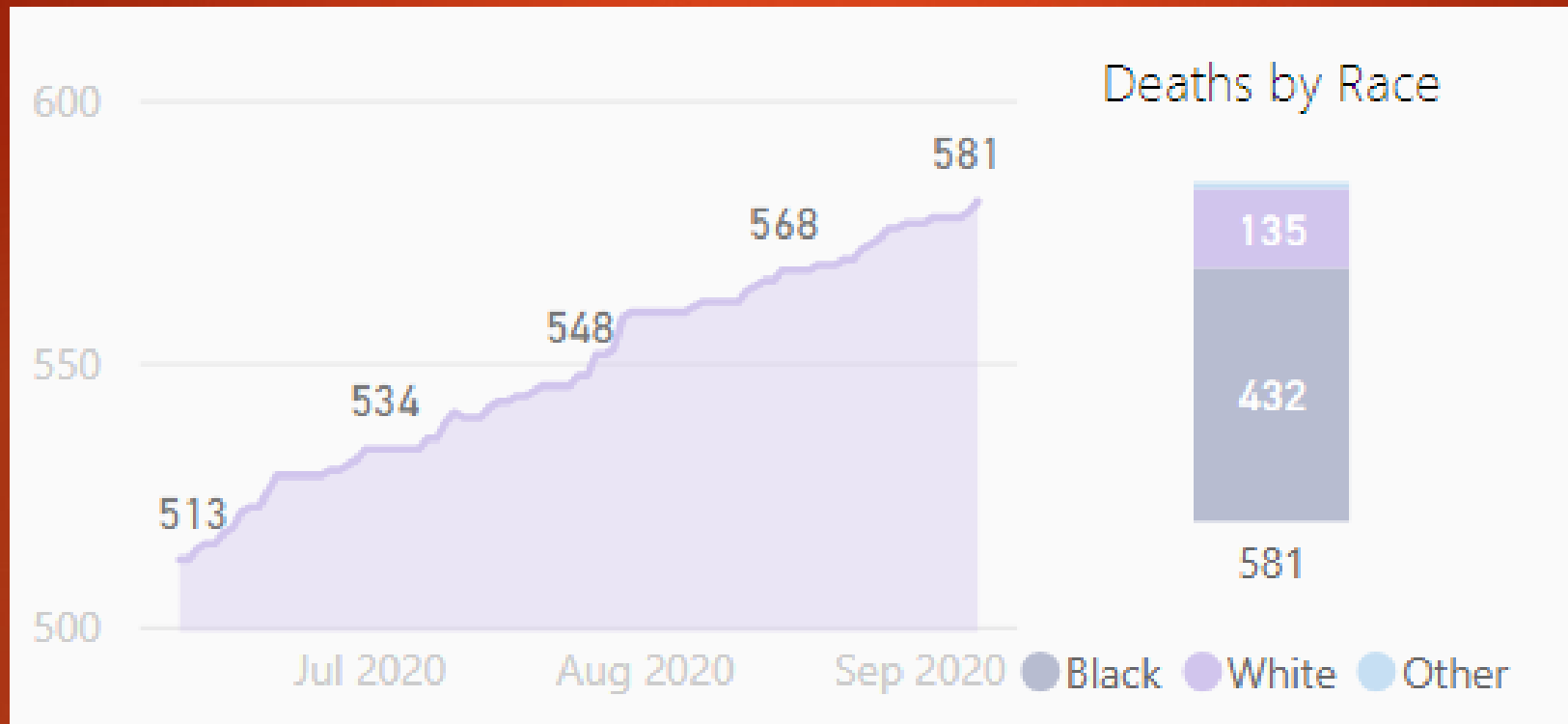
## Gating Indicators | Region 1 - New Orleans



Last updated 8/17/2020

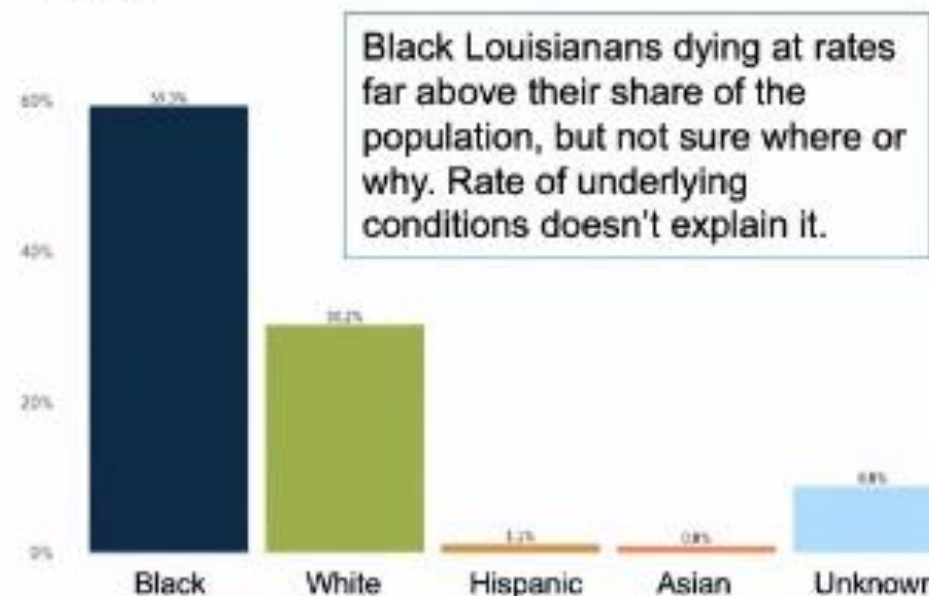
*This document is part of the deliberative process and is protected by the deliberative process privilege*

# COVID – 19 Deaths by Race (Orleans Parish)

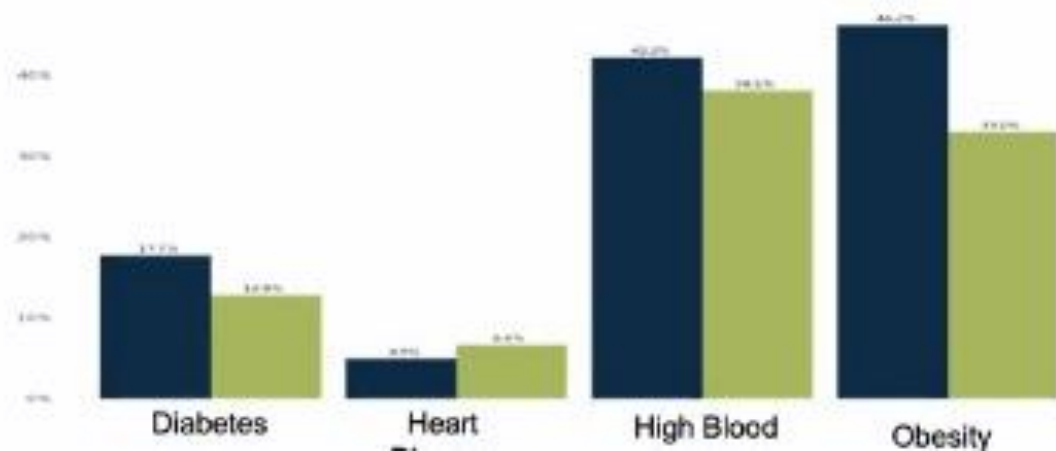


# Disasters exacerbate existing trends! Think of COVID-19 as a Katrina level disaster.

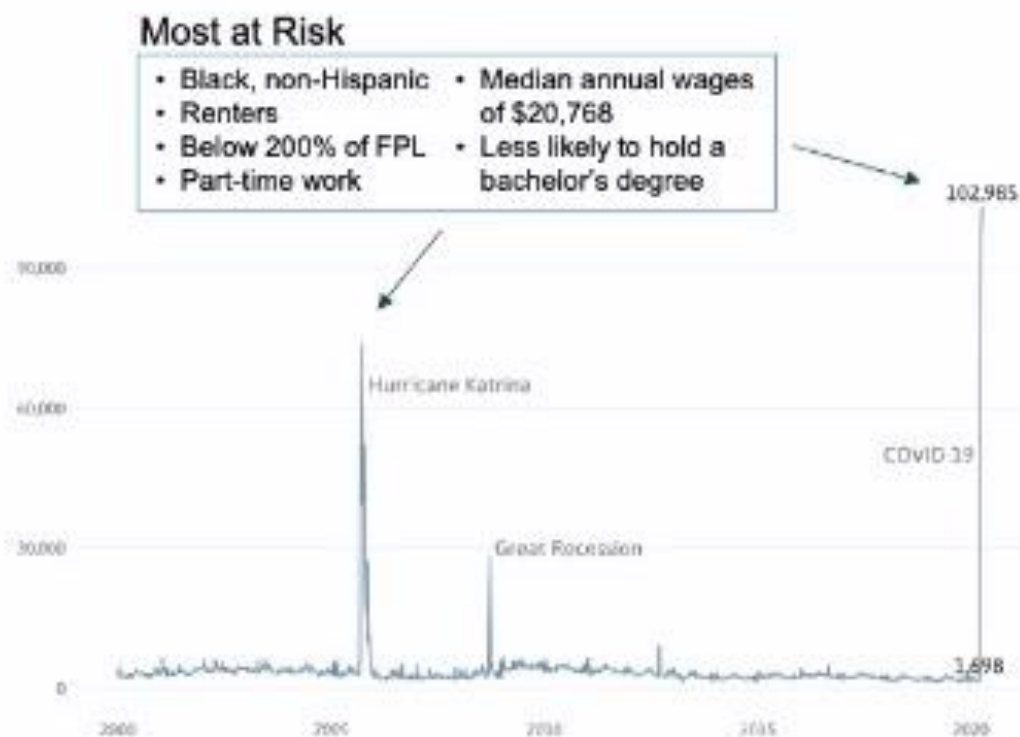
Race of COVID-19 related deaths in Louisiana  
4/13/2020



Black Louisianans 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

METROPOLITAN HUMAN  
SERVICES DISTRICT

## COVID-19 MANUAL

# COVID-19 Manual - Summary

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.

# COVID-19 GENERAL GUIDANCE

## 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

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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!***

# 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

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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**

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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.



# Communications Plan

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

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**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@iwesnola.org**

*Hosted by Psychiatrists and licensed master social workers*



**MHSD**  
METROPOLITAN HUMAN SERVICES DISTRICT

*Where We Change Lives*



**INSTITUTE OF WOMEN & ETHNIC STUDIES**

*Healing is the Revolution*



**MHSD**  
METROPOLITAN HUMAN SERVICES DISTRICT

**Need someone to talk to get through the COVID-19 pandemic?**

Call:  
**504-568-3130**



**LOUISIANA Spirit**



**Crisis Counseling Available**  
[www.MHSDLA.org](http://www.MHSDLA.org)



## Virtual Support for Caregivers



Caregivers (parents, grandparents, aunts, uncles, etc.) have significant demands on them, now 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-restoration.

**Every Thursday @ 10 am**

To register email:  
Valerie.Johnston@mhsdla.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.Illarmo@mhsdla.org](mailto:Christina.Illarmo@mhsdla.org) or  
Call: (504) 517-5922



# Marketing Outreach: Individuals Receiving Services



Now offering  
**PEER to PEER**  
virtual support groups.

Email:  
Brittany Howard  
Advocacy Director  
[Brittany.howard@mhsdla.org](mailto:Brittany.howard@mhsdla.org)  
or call: (504)568-3130



**MHSD Virtual Support Groups**  
[www.MHSDLA.org](http://www.MHSDLA.org)



MHSD STAFF  
TELE-HEALTH  
CRISIS  
COUNSELING

NO NEED TO SUFFER IN SILENCE

For more information,  
Email [Kelli.Bertrand@mhsdla.org](mailto:Kelli.Bertrand@mhsdla.org)

Mon. - Fri. | 8am - 4:30pm  
Sat. & Sun. | 8am - 8pm

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!

Mind, Body & Goals Presents:

Power Hour

- Check In
- Stress/Crisis Management Tips
- Nutrition
- Laugh it Out
- Meditation



Join every Wednesday at 2pm by phone: +1-408-418-9388 Access code: 961 718 938

# Marketing Outreach: Internal Staff

# Mental Health First Aid and Psychological Support

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**MHSD**  
METROPOLITAN HUMAN SERVICES DISTRICT

**Crisis tele-health services available.**

Call:  
**504-568-3130**  
Code Word: **First Responder**

*In Partnership With...*



**City of New Orleans**  
Mayor LaToya Cantrell

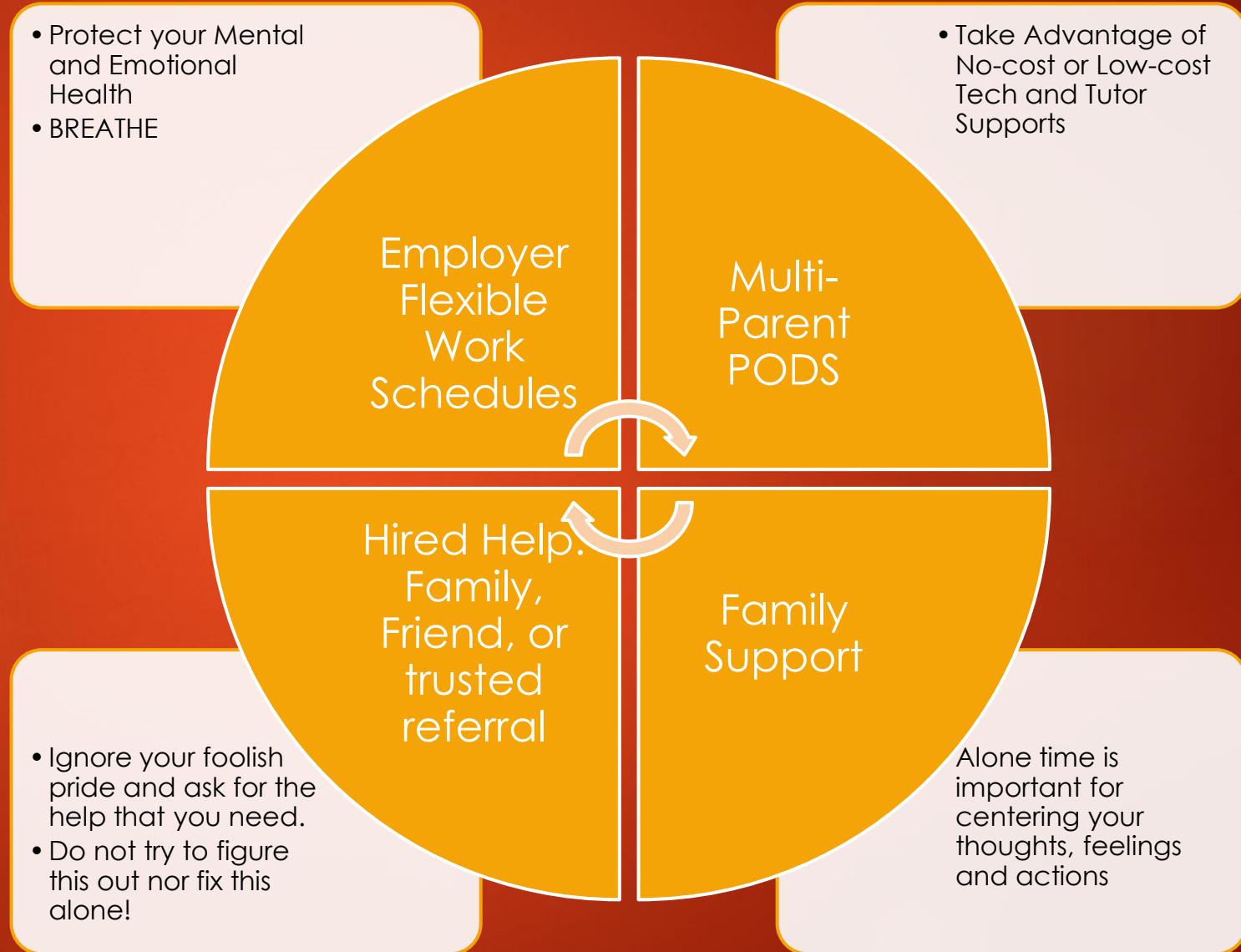
**First Responder Crisis Counseling**  
[www.MHSDLA.org](http://www.MHSDLA.org)

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.

# Dr. Dunham's Coping Corner "Message to Parents..."

"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.





# Q & A



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