COVID-19 WEBINAR
COMMUNITY MENTAL HEALTH, SUBSTANCE MISUSE AND INTELLECTUAL/DEVELOPMENTAL DISABILITY PROVIDERS

Hillary Kunins, MD, MPH, MS
Executive Deputy Commissioner, Division of Mental Hygiene, New York City Department of Health and Mental Hygiene

Myla Harrison, MD, MPH
Assistant Commissioner, Bureau of Mental Health, Division of Mental Hygiene, New York City Department of Health and Mental Hygiene

April 17, 2020
Our understanding of COVID-19 and this pandemic is evolving rapidly.

This presentation is based on our knowledge as of April 17, 2020, 10 a.m.

All participants will be muted.

There will be approximately 20 minutes for questions and answers (Q&A).

Please type questions in the Q&A box.
PANELISTS

Janice Chisholm, DRPH
Bureau Director
Bureau of Developmental Disabilities

Marnie Davidoff, MPH
Assistant Commissioner
Bureau of Children, Youth and Families

Michael McRae, PHD
Assistant Commissioner,
Bureau of Health Promotion for Justice-Impacted Populations

Gerald Cohen, MD
Director
Clinical Affairs

Jamie Neckles, MSW
Chief Program Officer
Bureau of Mental Health

Denise Paone, EdD
Senior Director of Research and Surveillance
Bureau of Alcohol and Drug Use Prevention and Treatment

Gail Goldstein, MPH
Senior Director of Planning and Programs Bureau of Alcohol and Drug Use Prevention and Treatment

Carlton Whitmore
Director, Office of Consumer Affairs
Bureau of Community Engagement Policy and Practice

Kristin M. Woodlock, RN, MPA
DOHMH COVID-19 Volunteer
Chief Executive Officer, Woodlock & Associates LLC
AGENDA

- COVID-19 Update and Related Data
- Infection Control Guidance
- NYC Behavioral Health and Intellectual/Developmental Disability System Scan
- Isolation Hoteling
- Contract Flexibility and Access to Additional Funding
- Support and Resources for Staff
- Q&A
WHERE WE ARE

• There is still widespread community transmission of COVID-19 in New York City and around the world.
• Almost seven weeks have passed since New York City reported its first confirmed COVID-19 case.
• We are continuing to see high numbers of new diagnoses, including those who require hospitalization.
• But we may have begun to flatten the curve – data show improvement in emergency department (ED) visits and admissions.
• We cannot let down our guard but rather must reinforce mitigation measures that are working.
NYC COVID-19 HOSPITALIZATIONS
March 2 to April 14, 2020

Due to delays in reporting, recent data are incomplete.
NYC COVID-19 DEATHS
March 2 to April 14, 2020

Total NYC Deaths
Confirmed: 7,563
Probable: 3,914
As of April 16, 3:30PM
COVID-19 MORTALITY HIGHER AMONG PEOPLE OF COLOR

Age-adjusted rates of lab confirmed COVID-19 non-hospitalized cases, estimated non-fatal hospitalized cases, and patients known to have died per 100,000 by race/ethnicity group as of April 16, 2020

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Non-hospitalized</th>
<th>Non-fatal hospitalized</th>
<th>Known to have died</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black/African American</td>
<td>335.5</td>
<td>271.7</td>
<td>92.3</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>271.6</td>
<td>198.6</td>
<td>74.3</td>
</tr>
<tr>
<td>White</td>
<td>190.4</td>
<td>114.5</td>
<td>45.2</td>
</tr>
<tr>
<td>Asian</td>
<td>95.1</td>
<td>82.2</td>
<td>34.5</td>
</tr>
</tbody>
</table>

RACIAL DEMOGRAPHIC DATA COMPLETE* FOR
24% of cases
72% of hospitalizations
88% of deaths
BEHAVIORAL HEALTH EMERGENCY RESPONSE DASHBOARD
April 12, 2020
NYC WELL ANSWERED CONTACTS, WEEKLY, March 6 – April 12, 2020

NYC Well Total Weekly Engaged (Answered) Contacts in the Past 6 Weeks
(includes all calls, texts, and chats)

<table>
<thead>
<tr>
<th>Date</th>
<th>Number of Engaged (Answered) Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 8, 2020</td>
<td>3,925</td>
</tr>
<tr>
<td>March 15, 2020</td>
<td>4,493</td>
</tr>
<tr>
<td>March 22, 2020</td>
<td>4,788</td>
</tr>
<tr>
<td>March 29, 2020</td>
<td>6,363</td>
</tr>
<tr>
<td>April 5, 2020</td>
<td>5,857</td>
</tr>
<tr>
<td>April 12, 2020</td>
<td>5,630</td>
</tr>
</tbody>
</table>

2019 Average: 5,070
30-DAY TREND IN ANXIETY-RELATED ED VISITS, NEW YORK CITY

Source: New York City Department of Health and Mental Hygiene, Emergency Department Syndromic Surveillance Data. Data include New Yorkers of all ages.
30-DAY TREND IN DEPRESSION-RELATED ED VISITS, NEW YORK CITY

Source: New York City Department of Health and Mental Hygiene, Emergency Department Syndromic Surveillance Data. Data include New Yorkers of all ages.
30-DAY TREND IN SUICIDE-RELATED ED VISITS, NEW YORK CITY

Source: New York City Department of Health and Mental Hygiene, Emergency Department Syndromic Surveillance Data. Data include New Yorkers of all ages.
30-DAY TREND IN OVERDOSE-RELATED ED VISITS, NEW YORK CITY

Source: New York City Department of Health and Mental Hygiene, Emergency Department Syndromic Surveillance Data. Data include New Yorkers of all ages.
30-DAY TREND IN ALCOHOL-RELATED ED VISITS, NEW YORK CITY

Source: New York City Department of Health and Mental Hygiene, Emergency Department Syndromic Surveillance Data. Data include New Yorkers of all ages.
INFECTION CONTROL GUIDANCE
PREVENT THE SPREAD OF COVID-19

PREVENT THE SPREAD OF COVID-19

• Stay at home
• Wear a face covering and maintain physical distancing of at least 6 feet whenever possible
• Wash hands frequently with soap and water for at least 20 seconds
• Clean and disinfect regularly, especially high-touch surfaces
MANAGING CLIENTS WITH SYMPTOMS OR CONFIRMED WITH COVID-19

• Communicate to clients when to access care:
  – If 50 years of age or older or has pre-existing health conditions such as heart problems, lung problems or diabetes, consult a medical provider upon symptom onset
  – If symptoms get worse or do not go away in three to four days, seek medical consultation
  – Seek urgent medical care or call 911 if resident has difficulty breathing, persistent pain or pressure in chest, new confusion, inability to stay awake, bluish lips or face or other health emergency

• Encourage clients to call, email, or use telehealth services rather than getting care in person (if not an emergency)
MANAGING CLIENTS WITH SYMPTOMS OR CONFIRMED WITH COVID-19

• Clients with symptoms can be removed from isolation when:
  – At least seven days have passed since isolation started, AND
  – They never had a fever or have not had fever in the prior three days (without use of fever-reducers), AND
  – Overall illness has improved

• Share information with staff/clients with symptoms or confirmed COVID-19
ADDITIONAL RESOURCES

• NYC Health Department website:
  https://www1.nyc.gov/site/doh/covid/covid-19-main.page

  NYS Health Department website:
  https://coronavirus.health.ny.gov/information-healthcare-providers

• Mental Health resources:
  https://www1.nyc.gov/site/doh/covid/covid-19-mental-health.page

• Children and Families resources:
  https://growingupnyc.cityofnewyork.us/coronavirus-updates/

Reach out for additional guidance or with any questions!
NYC BEHAVIORAL HEALTH AND INTELLECTUAL/DEVELOPMENTAL DISABILITY SYSTEM SCAN
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- Mobile Crisis, clinic- and field-based mental health treatment mostly via telehealth with in-person services only if needed in crisis or for injectable medication
- Assisted Outpatient Treatment (AOT) continues to investigate referrals and monitor adherence to court mandated mental health treatment and care coordination.
- Referrals to Care Coordination and Mobile Treatment continue through NYC Health Department Single Point of Access (SPOA).
NYC BEHAVIORAL HEALTH AND INTELLECTUAL/DEVELOPMENTAL DISABILITY SYSTEM SCAN

• Co-Response Teams (CRT) and Health Engagement and Assessment Teams (HEAT)

• NYC Supportive Transition and Recovery Team (START) continues to receive referrals for persons experiencing a first episode of psychosis and provides services via phone/video.

• Psychiatric inpatient
  – Consolidation
  – Transition of Some Acute Care to NYS Psychiatric Centers
  – Assertive Community Treatment (ACT) and Critical Time Intervention (CTI) are being connected to some hospital discharges.
NYC BEHAVIORAL HEALTH AND INTELLECTUAL/DEVELOPMENTAL DISABILITY SYSTEM SCAN

• Essential Services include Opioid Treatment Programs (OTPs), Congregate Care, Syringe Service Providers (SSPs) and Opioid Overdose Prevention Programs dispensing naloxone
  – Most treatment by telehealth with some availability in-person using physical distancing
  – OTPs able to offer longer take-home dosing for methadone, supporting people to stay home and safe
  – SSPs providing reduced services
NYC BEHAVIORAL HEALTH AND INTELLECTUAL/DEVELOPMENTAL DISABILITY SYSTEM SCAN

- Overdose prevention and Naloxone
  - Continuing awareness
  - Steady supply of naloxone kits
- Buprenorphine in primary care
  - Continuing using telehealth and in-person as needed
  - NYC Health + Hospitals launched a virtual clinic with the capacity to treat patients at low or no cost
NYC BEHAVIORAL HEALTH AND INTELLECTUAL/DEVELOPMENTAL DISABILITY SYSTEM SCAN

- Relay in emergency rooms (non-fatal response system)
  - Suspended response to emergency departments in March
  - Wellness Advocates remain on-call 24/7 and working with people who had experienced an overdose and enrolled in Relay

- Many community services for people with intellectual or developmental disabilities are being delivered via telehealth and, when necessary, in-person using physical distancing

- NYC Human Resources Administration (HRA) continues to review HRA2010e applications for housing
  - Interviews may be conducted remotely
  - Generally move-ins continue but exceptions apply
PLEASE keep your organization’s availability up-to-date on NYC Well, including detail on service delivery approaches such as in-person/telehealth.
ISOLATION HOTELING OVERVIEW
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• New York City congregate residential settings licensed or funded by:
  – NYS Office of Mental Health
  – NYS Office of Addiction Services and Supports
  – NYC Human Resources Administration
  – NYC Department of Health and Mental Hygiene

• Hotel rooms are available to New Yorkers who may have symptoms of COVID-19 or have been diagnosed with COVID-19 and:
  – Unable to isolate where they live
  – Do not need COVID-19-related medical care
  – Can be isolated in a hotel room with limited services
  – If resident requires ongoing services, provider can continue to support at the hotel (including remotely)
CONTRACT FLEXIBILITY AND ACCESS TO ADDITIONAL FUNDING
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• Contracted providers should speak with their Program Consultant/Specialist regarding budget modifications or requests for additional funding to respond to pandemic-related needs or costs.

• Subcontracted providers should speak with either Public Health Solutions (PHS) or the Fund for Public Health in New York (FPHNY) and their NYC Health Department point of contact for programmatic oversight to discuss budget modifications and payment.

• City Council funded/designated contracts cannot be modified at this time.
SUPPORT AND RESOURCES FOR STAFF
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• NYC Health Department Grief and Loss and other guidance

• Grab & Go Meals
  – Three free meals each day at more than 400 locations across the city, most of which are city schools
  – Find Grab & Go locations here: https://www.optosfns.org/schoolfoodny/meals/default.aspx

• 100 Regional Enrichment Centers for children of essential services workers — first responders, medical workers, transit and others.
  – Behavioral Health and Intellectual/Developmental Disabilities are essential services workers
COVID-19 Digital Mental Health Resources
FREE digital mental health resources* for the duration of the COVID-19 pandemic

**Anxiety**
- **Headspace (in App Library)**
  New free meditation resources specific to COVID-19
- **Shine**
  Resources for anxiety and overall mental health specific to COVID-19
- **Calm**
  Mindfulness app that provides a list of curated meditations specific to COVID-19 via video and audio
- **Cota**
  Online therapist-led groups & workshops for anxiety, stress, and connection
- **All Mental Health**
  App with cooling and communication skills specific to COVID-19

**Depression**
- **Litesprite**
  Clinically-validated mental health video game
- **Sanvello**
  Clinically-validated evidence-based mobile application based on cognitive behavioral therapy (plus content related to other conditions)

**Sleep**
- **Big Health's Sleeppic**
  Digital therapist for sleep, fully automated yet highly personalized digital sleep improvement program accessible via app and web
- **Magenlev's Restore**
  Digital cognitive behavioral therapy for sleep

**Peer Support**
- **Supportiv**
  Peer chat support and resource list
- **Nod**
  Resource for students to socially connect and reduce loneliness during COVID-19

**Recovery**
- **Tempest**
  Online recovery support meetings for women and gender non-conforming individuals who are sober or interested in sobriety

*Please note these products are subject to the same evaluation protocol as those in the App Library, with the exception of user testing. Our goal is to share no-cost resources to help you during this time.
Q&A

- Please type in your questions in the Q&A box.