

**Quarterly Report to the California**  
**Department of Health Care Services**

**Submitted to:** Ivan Bhardwaj, Sheeari Narayan  
**Submitted by:** John O'Connor  
**Date:** January 31, 2021  
**Period:** October 1, 2021 – December 31, 2021  
**Contract execution date:** November 9, 2020  
**Project Areas:** *Systems of Care* MAT Expansion Project, including Community Response Teams (CRTs), and CDCR Prison MAT Expansion work  
**DHCS Project Number:** 20-10318  
**HMA Project Number:** 200210

**Summary:**

Since October 2018, Health Management Associates (HMA) has operated a project funded by the California Department of Health Care Services (DHCS) to evaluate systems of care in California counties, conduct multi-day process improvement efforts, and expand the medication assisted treatment (MAT) capacity in target counties through learning opportunities and direct provider coaching. The project included an additional workstream that shares the larger goals of addressing the opioid epidemic in the state through expanding MAT – work with the California Department of Corrections and Rehabilitation (CDCR) to bring MAT into prisons systemwide.

Under SOR2 funding which began in September 2020, the project work continued and an additional workstream of Community Response Teams (CRTs) was added to bring harm reduction and overdose prevention resources to the most underserved counties in the state. HMA's specialized division, HMA Community Strategies, is focused on the important role community plays in health, including in response to epidemics such as the opioid epidemic.

There were some important lessons learned in SOR1 that are reflected in the strategies and scope of work developed for SOR2. An assessment of these lessons led to two major structural elements of our SOR2 funding: HMA is extending its engagement with select counties and coaching sites from SOR1 to maximize progress toward the project goals based on the lesson that more intensive engagement would have likely resulted in a higher rate of impact for the effort; and HMA is focusing only on six new counties in SOR2 on a more intensive model, rather than the ten counties served in SOR1.

This is the fourth quarterly report for SOR2, which covers the period of October 1, 2021 - December 31, 2021. Only deliverables on which work has started or been conducted are included.

## **DELIVERABLES:**

The section below details deliverables HMA is required to perform per its contract on which there was meaningful work conducted during the quarter. The report is organized by deliverable category and like deliverables are grouped.

In many cases the composition of our scope has intensified in some areas. The reason behind this shift is that we have encountered extensive fatigue in the field from addiction treatment, ongoing SOR program involvement, COVID-19, and natural disasters. This fatigue has shown up most notably in our recruiting provider participants to our MAT coaching program. After careful consideration, we shifted some energy to shorter duration learning opportunities rather than one based on the framework of a twelve-month commitment. We have been pleased by the increased response to these opportunities. In addition to continuing to program shorter duration activities, our teams have been assigned to be looking for specific needs in their counties and pro-actively offer custom support.

Due to staff turnover, overwhelming local conditions, and the burden of COVID, particularly the omicron surge, Siskiyou County has elected to cease their participation in the program for an undetermined time. Our team continues to reach out to offer support that can be adapted in many different ways and will gently check on their capacity to reengage periodically.

One notable highlight to report on is the addition of CEU offerings for our educational work. HMA recognized the need for our program participants who are not eligible for CMEs under their professional continuing education programs. Started in the 2020, HMA was awarded status as a provider of CEUs by the Association of Social Work Boards (ASWB). Beginning in the fourth quarter of 2021, HMA began offering and fulfilling CEUs for eligible program participants, greatly expanding the number of our program participants who can satisfy the continuing education requirements through participating in our knowledge building programs.

## **DELIVERABLE ITEMS FROM “MAIN SYSTEMS OF CARE COMPONENTS”**

### **SECTION:**

<b>Workstream</b>	<b>DHCS Deliverable Number</b>
TA Program Regional Event 1, 2 & 3	D83, D84, D85
<b>Deliverable Detail</b>	
<ul style="list-style-type: none"><li>• Identify location, local partners, schedule, invite and fully plan event</li><li>• Administer MAT Readiness Assessment to all participants in that track</li><li>• Conduct two-track daylong event</li><li>• Provide MAT Readiness summary reports</li><li>• Administer evaluations</li><li>• Provide follow-up coaching to address gap identified in Readiness Assessment</li></ul>	

The Regional Events have been repurposed in SOR2 to adapt to the reality of COVID. The shift in this programming also reflects the needs of the providers we serve and thereby a diversification of content. The Workshop offered this quarter in satisfaction of this deliverable was the three-part Harm Reduction Workshop which included partners from the field such as Josh Luftig from California Bridge and Victoria Watkins from DHCS. This workshop had very high attendance and engagement with over 300 attendees. Sets of resources were made available to participants and follow-up coaching-on-demand was offered to all participants.

**\*\* Mayur requeitiong from team leads**

Workstream	DHCS Deliverable Number
Coaching 6 Counties P2 Y2	D102
Deliverable Detail	
<ul style="list-style-type: none"> <li>• Administration and review of technical assistance applications from all interested county stakeholders</li> <li>• Administration of a comprehensive assessment for sites interested in and eligible to establish or expand MAT capacity</li> <li>• The assignment of a coach to each site, the interactive review of assessment results, the setting of coaching goals and twelve or more months of coaching to work toward MAT goals</li> <li>• Monthly progress notes from each coaching site</li> </ul>	

Despite the deepening fatigue in the field we are observing at various levels, the HMA team continued to maximize the positive impact of its work within the sphere of participation that did remain possible. Details follow and describe the level of activity and some success stories of how coaching participants are succeeding at meeting their MAT and other goals.

**Success Story: Marin County**

Marin County SafeRx Coalition identified the need for a mobile outreach team to follow up with people who overdose. Currently, follow up is telephonic and often delayed because they do not receive overdose data in a timely manner. HMA assisted SafeRx in developing a strategy to partner with emergency departments to get data more efficiently. They presented the plan to leadership and now have approval to move forward.

**Success Story: Santa Cruz County**

Salud Para La Gente is a 12-site FQHC in Santa Cruz County. In our time together, they have been actively working on several SMART goals. They have identified a new location for their mobile outreach van that is near a homeless encampment. They’ve started a contingency management program and expanded to evening hours so that they now have 5 participants. Their MAT group appointments increased from 4-5 to 3-7 participants a week, and they are including individuals with alcohol use

disorder. Additionally, their MAT program provides low barrier care and six-month retention in the program has increased from 48% in May 2021 to 57% in January 2022. Additionally, they are planning to start a Spanish speaking support group for SUD. A provider champion, Dr. Geno Santillano, has begun joining the coaching calls.

**Success Story: Santa Barbara**

Coaching with Santa Barbara County Public Health Department (SBCPHD) focused on certifying, training, and coaching a primary care physician’s assistant (PA) to prescribe and manage MOUD for clients in the Good Samaritan crisis center and SBCPHD primary care clinics.

- The PA successfully procured his X-waiver (using the abbreviated process without completing all 32 hours of training)
- HMA successfully negotiated additional protected time with his administrator to allow him to complete the full training. He has either completed or is near to completion of that. This will allow him to petition for an increase in the prescriber limit (from 30, with the shortened procedure to 100 once he is fully trained).

The coaching relationship realized a few unanticipated positive outcomes including:

- Jump-starting the process for SBCPHD approval of the universal release of information from being promoted by the South SB Opioid Coalition
- Coached PA through the curriculum and content development of training and run-throughs for the Good Samaritan Center staff
- The identification and packaging of patient facing materials about MOUD
- Collaboration with the SBCPHD pharmacist to successfully advocate for the local community pharmacy to stock or provide ready access to buprenorphine products. This was a win for the entire county, which had struggled to get that pharmacy to comply.

The inclusion of the clinic administrator and the physician supervisor in some of these coaching meetings resulted in the PA feeling empowered to ask for assistance from his superiors and the administrators, and to have a much better understanding and comfort level with the operational and procedural details of providing MOUD. Also, the physician supervisor indicated that she may soon start prescribing MOUD because of the experience.

Category	County	Event Name	Date
Coaching	San Bernardino	Coaching with Cedar House	10/22/2021
Coaching	Santa Barbara	Santa Barbara MAT Coaching with HMA	10/14/2021
Coaching	Santa Barbara	Santa Barbara MAT Coaching with HMA	10/28/2021
Coaching	Santa Barbara	Santa Barbara MAT Coaching with HMA	11/15/2021
Coaching	Santa Barbara	Santa Barbara MAT Coaching with HMA	11/19/2021
Coaching	Santa Barbara	Santa Barbara MAT Coaching with HMA	12/2/2021
Coaching	Yolo	coaching session w/ Fourth and Hope	10/7/2021
Coaching	Yolo	coaching session w/ Fourth and Hope	10/14/2021
Coaching	Yolo	coaching session w/ Fourth and Hope	10/20/2021
Coaching	Yolo	coaching session w/ Fourth and Hope	11/15/2021
Coaching	Yolo	coaching session w/ Fourth and Hope	12/1/2021
Coaching	Yolo	coaching session w/ Access Line	10/28/2021

<b>Coaching</b>	Yolo	coaching session w/ Access Line	11/15/2021
<b>Coaching</b>	Marin	Coaching session w/ Marin Community Clinics	10/26/2021
<b>Coaching</b>	Marin	Coaching session w/ Marin Treatment Center	10/20/2021
<b>Coaching</b>	Marin	Coaching session w/ Marin Treatment Center	11/2/2021
<b>Coaching</b>	Marin	Coaching session w/ Marin SafeRx	10/18/2021
<b>Coaching</b>	Marin	Coaching session w/ Marin SafeRx	11/15/2021
<b>Coaching</b>	Marin	Coaching session w/ Marin SafeRx	12/20/2021
<b>Coaching</b>	Marin	Coaching session w/ Ritter Center	10/14/2021
<b>Coaching</b>	Marin	Coaching session w/ Marin Children & Family	10/6/2021
<b>Coaching</b>	Marin	Coaching session w/ Marin Children & Family	10/4/2021
<b>Coaching</b>	Marin	Coaching session w/ Marin Children & Family	12/1/2021
<b>Coaching</b>	Santa Cruz	Coaching session w/ County BHS	10/21/2021
<b>Coaching</b>	Santa Cruz	Coaching session w/ County BHS	11/23/2021
<b>Coaching</b>	Santa Cruz	Coaching session w/ Telecare	10/19/2021
<b>Coaching</b>	Santa Cruz	Coaching session w/ Telecare	11/10/2021
<b>Coaching</b>	Santa Cruz	Coaching session w/ Pajaro/PVPSA	10/27/2021
<b>Coaching</b>	Santa Cruz	Coaching session w/ Pajaro/PVPSA	12/8/2021
<b>Coaching</b>	Santa Cruz	Coaching session w/Salud Para La Gente	10/12/2021
<b>Coaching</b>	Santa Cruz	Coaching session w/Salud Para La Gente	11/9/2021
<b>Coaching</b>	Santa Cruz	Coaching session w/Salud Para La Gente	12/14/2021
<b>Coaching</b>	Santa Cruz	Coaching session w/ Dominican Hospital	10/28/2022

<b>Workstream</b>	<b>DHCS Deliverable Number</b>
TA Program Content P2 Y2 TA Program Webinar Content P2 Y2	D116, D117
<b>Deliverable Detail</b>	
<ul style="list-style-type: none"> <li>• Provide direct TA in response to “on-demand” requests and document in the TA tracker</li> <li>• Plan and host quarterly collaboration calls with stakeholders in each active county</li> <li>• Conduct cross-site learning opportunities</li> <li>• Participate in MAT Expansion meetings and identify cross-program linkages</li> <li>• Plan and conduct monthly webinars</li> <li>• Record webinars and place on website</li> <li>• Administer webinar evaluations and collect data</li> </ul>	

The HMA Team continued to convene county-wide stakeholders to facilitate progress toward system improvement goals. A table outlining the activities carried out in the last quarter follows.

<b>County</b>	<b>Event Name</b>	<b>Date</b>
<b>San Bernardino</b>	Systems of Care Monthly Call	10/18/2021

<b>San Bernardino</b>	Systems of Care Monthly Call	11/22/2021
<b>San Bernardino</b>	Systems of Care Monthly Call	12/20/2021
<b>Santa Barbara</b>	MAT Access and Utilization - Stakeholder Collaboration	10/19/2021
<b>Santa Barbara</b>	Systems of Care Monthly Call	10/22/2021
<b>Santa Barbara</b>	North County Opioid Task Force	10/27/2021
<b>Santa Barbara</b>	Systems of Care Monthly Call	10/29/2021
<b>Santa Barbara</b>	MAT Access and Utilization - Stakeholder Collaboration Meeting	11/16/2021
<b>Santa Barbara</b>	North County Opioid Coalition	11/24/2021
<b>Santa Barbara</b>	Systems of Care Monthly Call	12/21/2021
<b>Santa Barbara</b>	MAT Access and Utilization - Stakeholder Collaboration Meeting	12/21/2021
<b>Yolo</b>	Planning for Virtual Quarterly Convening	10/1/2021
<b>Yolo</b>	Yolo County System of Care Virtual Quarterly Convening	10/20/2021
<b>Yolo</b>	Systems of Care Monthly Call	12/13/2021
<b>Marin</b>	Planning for Virtual Quarterly Convening	11/1/2021
<b>Marin</b>	Planning for Virtual Quarterly Convening	11/16/2021
<b>Marin</b>	Marin County Quarterly Convening	11/18/2021
<b>Santa Cruz</b>	Planning for Virtual Quarterly Convening	11/4/2021
<b>Santa Cruz</b>	Santa Cruz County Quarterly Convening	12/3/2021

#### WEBINARS AND WORKSHOPS

Three multi-session webinars were offered, recorded, placed on the website, and evaluated. HMA provided a follow-up office hours session to the Harm Reduction Workshop for participants to discuss their own specific questions and challenges related to the topic. HMA has CME approval for the program and each webinar is submitted for CME approval to incentivize participation. In November, the program was approved to offer social work continuing education credit (CE) as well.

<b>Webinar #1</b>				
<b>Harm Reduction Workshop</b>				
Only 1 in 10 individuals seek treatment for a substance use disorder. In partnership with the Department of Health Care Services and CA BRIDGE, Health Management Associates invites you to join us for a three-session workshop to learn more about Harm Reduction and how to integrate it at the individual and the system level. This engaging and experiential convening will:				
<ul style="list-style-type: none"> <li>• Provide an overview of California's Standing Order and Good Samaritan Laws</li> <li>• Provide a brief overview of opioids and its uses</li> <li>• Provide information on how naloxone can reverse an overdose and on additional action steps to take to save a life</li> <li>• Provide information about the risks of Fentanyl and fentanyl strips</li> <li>• Review and discuss California's Naloxone Distribution Program</li> </ul>				
<b>Date</b>	<b>Presented by</b>	<b>Description</b>	<b># Attendees</b>	<b># CE certificates</b>
<b>10/4/2021</b>	Ana Bueno, Vicki Watson	Webinar Part 1	336	138
<b>10/6/2021</b>	Elizabeth Wolff, Akiba Drew	Webinar Part 2	286	136
<b>10/7/2021</b>	Liddy Garcia-Bunuel, Josh Luftig	Webinar Part 3	244	121

11/10/21	Elizabeth Wolff,	TA Office Hours	34	n/a
<b>Webinar #2</b>				
<b>Provider Burnout and Building Resilience</b>				
This pair of presentations will explore one resilience model with a particular focus on the human services professional's and paraprofessional's factors in wellbeing. Together, in an experiential and participatory series we will explore the areas of meaningful and sustaining practice along with collaborative and mindful practice. Participants will leave these trainings with tangible tools to navigate resilience through mindfulness, gratitude, decreased cynicism, and enhanced connection.				
<b>Date</b>	<b>Presented by</b>	<b>Description</b>	<b># Attendees</b>	<b># CE certificates</b>
11/16/21	Jeffrey Ring Phd	Webinar	272	n/a
11/23/21	Jeffrey Ring Phd	Webinar	214	n/a
<b>Webinar #3</b>				
<b>Withdrawal Management Workshop</b>				
Following an overview of DHCS withdrawal requirements, we will review diagnostic criteria, assessments tools, and evidence-based treatments for withdrawal from alcohol, sedative hypnotics, opioids and stimulants. During this 6-hour interactive training, we will do a deep dive into identifying who will need pharmacological intervention for alcohol use disorders, compare and contrast different dosing strategies and medications for alcohol and opioid withdrawal and monitoring of patients along with indications for who needs higher levels of care beyond outpatient and residential withdrawal management.				
<b>Date</b>	<b>Presented by</b>	<b>Description</b>	<b># Attendees</b>	<b># CE certificates</b>
11/30/21	Shannon Robinson MD, Shelly Virva, LCSW	Webinar	142	64
12/7/21	Shannon Robinson MD, Shelly Virva, LCSW	Webinar	107	54

Video on demand

#### Trainings

<b>Trainings</b>		
Santa Barbara County	<b>Attendance</b>	
9/27/2021	HMA attendance	4
<b>Withdrawal Management 1</b>	Addiction Counselor	28
	Administrator	3
	Licensed Clinician (LCSW, LMFT)	8
	Nurse Practitioner, Nurse (RN, LVN)	
	Prevention Staff	
	Other	1
Santa Barbara County	<b>Attendance</b>	
9/27/2021	HMA attendance	4
<b>Withdrawal Management 1</b>	Addiction Counselor	20
	Administrator	4
	Licensed Clinician (LCSW, LMFT)	6
	Physician	
	Prevention Staff	

	Other	1
Santa Barbara County	<b>Attendance</b>	
9/27/2021	HMA attendance	4
<b>What's Next: Client Engagement Training 2</b>	Addiction Counselor	24
	Administrator	4
	Licensed Clinician (LCSW, LMFT)	6
	Nurse Practitioner, Nurse (RN, LVN)	
	Prevention Staff	1
	Psychologist	2
	Other	1
Yolo County		
11/10/2021	HMA attendance	2
<b>Stimulant Use Disorders</b>	Addiction Counselor	
	Administrator	
	Licensed Clinician (LCSW, LMFT)	
	Nurse Practitioner, Nurse (RN, LVN)	1
	Physician	2
	Psychologist	
	Other	5

Workstream	DHCS Deliverable Number
Qtrly Report 5	D93
Deliverable Detail	
<ul style="list-style-type: none"> <li>Resources for quarterly report Systems of Care = \$12,914</li> <li>Enter data into UCLA online portal for 5<sup>th</sup> Reporting Period</li> <li>Prepare and Submit to DHCS 5<sup>th</sup> Project Report</li> <li>Data collection and performance measure will include all requested information per the SOW</li> </ul>	

This is the Quarterly Report #5.

**DELIVERABLE ITEM FROM "CRT PROGRAM PILOT" SECTION:**

Workstream	DHCS Deliverable Number
CRT Formation and Rollout Y2	D82
Deliverable Detail	



- Support the local CRT members in developing their local action plan with extensive community input.
- Conduct dry runs.
- Conduct regular site visits in support of building local capacity and leadership

## Madera County

**General Update:** Since beginning efforts in Madera County, the HMA team was worked to foster the development of the CRT, which is comprised of community leaders dedicated to reducing overdoses. In Q4, the HMA supported two member meetings, hosted two point of distribution events, a focus group, and a community wide event. In addition, the HMA team continues to build connection with multiple leaders by holding networking calls which include an overview of the CRT model, progress in Madera County so far and possible partnership opportunities.

**CRT Member Update:** Throughout Q4, the Madera CRT confirmed it members which include representation from Madera County Behavioral Health, Madera County Social Services, Madera County Public Health, Madera County Sheriff Department. The HMA team continues to work with leaders from Camarena Health and Pistoresi Ambulance to confirm their involvement. In Q4, the Madera CRT hosted 2 CRT Member Meetings. Each meeting included a detailed agenda and discussion opportunities to get member input. The 10/25 meeting included a Naloxone training.

Date	Location	Attendance	Additions
10/25	Madera County Behavioral Services	6	Naloxone Training
11/22	Zoom	3	

**Point of Distribution Events:** In Q4, the Madera CRT hosted 2 PODs. The first was held with support from staff members of Madera Unified School District. The second was held with support of Holy Family Table, which serves breakfast to about 100 community members on a daily basis. Both events followed COVID-19 guidelines.

Date	Location	Kits Distributed	Audience	Training Style
10/26/21	Matilda Torres High School	51	School staff, including administrators, nurses, security personnel.	Classroom
12/3/21	Holy Family Table	30	Community Members picking up meals at breakfast distribution venue. <i>Included Spanish speakers.</i>	One-on-One

**Focus Groups:** During HMA's October visit, HMA hosted a focus group with individuals currently receiving services from Madera County Behavioral Services.

Date	Location	Attendance
10/26	Madera County Behavioral Services	7

**Community Events:** Due to flooding in October, HMA had to move its community meeting to December. During HMA's 12/2 meeting, community members received an overview of the CRT model, data on Madera County and presented with partnerships opportunities. Attendees expressed interest in partnership and the HMA team has been building relationships as a result.

Date	Event Name	Location	Attendance
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12/2	Workshop on Drug Overdose Prevention and Harm Reduction	Madera Fair Grounds	30
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**Ongoing COVID-19 Barriers:** Madera County continues to be impacted by the Omicron surge. Due to this, Madera CRT members continue to provide feedback on when to best hold in-person events.

## Sutter/Yuba

**General Update:** There was increased momentum in CRT implementation in Yuba and Sutter Counties during Q4, largely due to a site visit in October that provided the first opportunity to conduct activities on-site in community since the launch of the Yuba Sutter CRT work. During the site visit, HMA team members conducted individual and group meetings with CRT members and other stakeholders, toured several service locations, and held Yuba-Sutter's first Narcan Point of Distribution (POD) event. Following the site visit, the team was able to confirm additional CRT members and begin planning for critical next steps in model implementation to occur in Q1 of 2022. The HMA team is now working with the Yuba Sutter CRT to plan additional PODs and volunteer training events to occur at regular intervals throughout 2022 and beginning the process of sentinel event action planning.

**CRT Member Update:** Throughout Q4, the Yuba Sutter CRT continued to work on recruitment and confirmation of members. Confirmed members include representatives from Public Health and Behavioral Health/Human Services from both counties, law enforcement, FQHCs, MAT treatment providers, and the local hospital. The Yuba Sutter CRT hosted 1 CRT Member Meeting in Q4, which was held in person at Ampla Health in Yuba City. This meeting included a Naloxone training. In December, we confirmed a new monthly meeting structure, to take place immediately following the Yuba Sutter Healthcare Council meeting to encourage regular attendance. We began this new meeting structure in January.

Date	Location	Attendance	Additions
10/28/21	Ampla Health	8	Naloxone Training

**Point of Distribution Events:** In Q4, the Madera CRT hosted its first POD, at the Hands of Hope Life Building Center, a drop-in service center and coordinated entry point for individuals who are unhoused in Yuba and Sutter counties. The POD was attended by 4 CRT members, 2 of whom were trained as POD volunteers and can now host PODs independently. The event followed COVID-19 guidelines.

Date	Location	Kits Distributed	Audience	Training Style
10/29/21	Life Building Center	16	12 kits to individuals who are currently unhoused, 4 kits to providers serving individuals at risk of overdose	One-on-One

**Focus Groups:** During HMA's October visit, HMA hosted a focus group with individuals in recovery who are currently receiving services from Harmony Health (FQHC).

Date	Location	Attendance
10/27	Harmony Health	

**Community Events:** Due to the timeline of confirming CRT membership and scheduling challenges related to end-of-year-holidays, the Yuba Sutter CRT made the decision to postpone the next community event until Q1 of 2022. This event is now scheduled for the first week of March 2022.

Workstream	DHCS Deliverable Number
CRT Sustainability P1 and P2 Y2	D87, D118
Deliverable Detail	
<ul style="list-style-type: none"> <li>• Conduct monthly meetings</li> <li>• Facilitate sustainability planning and document strategies</li> <li>• Provide support to local leadership to develop full sustainability plans</li> <li>• Provide written copy of final sustainability plans</li> </ul>	

Given the (mostly) COVID-related delays in all areas of implementing SOR2, this deliverable has only gotten a small start so far. Members are discussing ideas and viability for competing for ongoing funding to keep the CRT growing and operating beyond September 2022. A flow of funding opportunities for which the CRT may be eligible is anticipated as opioid lawsuit settlement dollars begin to flow to communities. Leadership structures are also under discussion. A bulk of this work will happen in the next two quarters.

## **PROGRAM AREA VII: PHASE 2 CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION**

Workstream	Number
Year 2 Systems of Care CDCR Phase 2 – Behavioral Health Provider Curriculum Development	D74
Deliverable Detail	
<ul style="list-style-type: none"> <li>• Develop competency-based curricula</li> <li>• Review national competencies</li> <li>• Enhance online curricula offerings</li> </ul>	

### **LCSWs**

All curriculum development for LCSWs was completed last quarter. HMA and CDCR will review remaining needs in 1<sup>st</sup> Quarter 2022.



### **DRP Contractors/AOD Counselors**

HMA developed the following competency-based curricula:

1. MAT basics
  - a. Why we use medications for addiction treatment
  - b. Components of MAT program (medication forms and counseling components)
  - c. Transitional care to community

2. Advanced Motivational Interviewing (MI) - Motivational Enhancement Therapy (MET)
  - a. Understanding specific motivational interviewing skills
  - b. Understanding moving clients through stages of change
  - c. Deep dive into higher MI/MET Skills
3. Emotional Management Skills Part 1
  - a. Vicarious/Secondary Trauma
  - b. How trauma alters interactions with others
4. Emotional Management Skills Part 2
  - a. Mindfulness – How to incorporate Mindfulness techniques into group
  - b. Understanding and Identifying Nonspecific factors - Nonspecific factors (everything outside of therapy that individuals bring into session) and how this can impact the group and interactions with others

HMA prepared six unique training flyers per region to provide an overview of the upcoming training sessions and biographies of the HMA presenters. Below is a sample:

**TRAINING**  
Webinar Series for Individuals with Substance Use Disorders, Region 1



Health Management Associates (HMA) is working with the California Department of Corrections and Rehabilitations (CDCR) and California Correctional Health Care Services (CCHCS) Integrated Substance Use Disorder Treatment (SUDT) Program to offer training to DRP/AOD counselors and program administrators for individuals with substance use disorders (SUD) within CDCR.

This series of four, one-hour trainings will provide information on the latest evidence-based best practices for SUD care. Trainings will also include time for questions. Questions not addressed will be responded to at a later date. Sessions will be recorded and may be available for future training use. Health Management Associates is approved by CAADE, CP20106C0824, to provide 1 CEH (CEU) for each live session completed for DRP/AOD participants who complete an evaluation. Topics covered will include:


- **Session 1: MAT Basics (1 CEU)**
  - Why we use medications for addiction treatment
  - Components of MAT program (medication forms and counseling components)
  - Transitional care to community
- **Session 2: Advanced Motivational Interviewing and Enhancement Therapies (MIMET) (1 CEU)**
  - Understanding specific motivational interviewing skills
  - Understanding moving clients through stages of change
  - Deep dive into higher MIMET skills
- **Session 3: Emotional Management Skills Part I (1 CEU)**
  - Vicarious/Secondary trauma
  - How trauma alters interactions with others
- **Session 4: Emotional Management Skills Part II (1 CEU)**
  - Mindfulness – how to incorporate mindfulness techniques into group
  - Understanding and identifying nonspecific factors (everything outside of therapy that individuals bring into sessions) and how this can impact the group and interactions with others

Region 1 Training		
Session 1	Tuesday, October 19, 2021	10:00 a.m. – 11:00 a.m.
Session 2	Tuesday, November 9, 2021	2:00 p.m. – 3:00 p.m.
Session 3	Tuesday, December 7, 2021	10:00 a.m. – 11:00 a.m.
Session 4	Tuesday, January 11, 2022	2:00 p.m. – 3:00 p.m.


HMAIOA.COM


**HMA Presenters:**



**Marsha Johnson, LCSW** is a leader in complex care program development, curriculum development, and workforce and leadership development with two decades of experience. She is dedicated to support systems, leaders, and care providers to effectively engage individuals with complex behavioral health and social needs at the system and individual level. Her clinical expertise includes addressing wellness, mental health, health behaviors and addiction through multiple modalities. Her current work includes evidence-based engagement with community-based care teams, technical assistance to providers across the care continuum for a State Opioid Response project and program development with a county-wide partnership focused on individuals at high-risk for poor health outcomes. She maintains a private practice focused on Dialectical Behavioral Therapy and the treatment of complex PTSD.



**Dr. Marc Richman** is a licensed and practicing psychologist for more than 30 years. Dr. Richman has held state administrative leadership positions in the children and adult behavioral health systems where he was focused on developing and then expanding the public mental health and substance use disorder treatment system. Dr. Richman's passion has been to increase behavioral health services in the criminal justice system. As Bureau Chief of Healthcare Services for Delaware's Department of Correction, Dr. Richman oversaw the medical, behavioral health, and pharmacy contracts for the statewide prison system. Dr. Richman's proudest and most notable contribution was leading the design and implementation of a full continuum of medications for addiction treatment (MAT) throughout the entire Delaware prison system.



**Shelly Virva, LCSW, FNAP** is a thoughtful and experienced subject matter expert in addiction, co-occurring mental health and complex care. She has over 20 years' experience as a clinician working with patients with complex health and social needs. She started her career working in women's drug court and has worked in jails and with community corrections throughout her career. Additionally, Shelly started and co-lead a complex care clinic with two colleagues for high frequency emergency department utilizers and pregnant women on controlled substances. Most recently she has been working with FQHCs, Corrections, and Behavioral Health agencies to implement and expand MAT services and co-authored a best practice tool kit for MAT in primary care.

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<b>Workstream</b>	<b>Number</b>
<b>Year 2 Systems of Care CDCR Phase 2 Primary Care Provider Training</b>	<b>D75</b>
<b>Deliverable Detail</b>	
<ul style="list-style-type: none"> <li>• Provide both in-person and online training resources</li> <li>• Plan and host learning cohorts and didactic sessions</li> </ul>	

- Travel for in-person trainings

**Primary Care Providers**

HMA and CDCR meet monthly as needed to discuss technical support needs. Example types of technical support include the following:

- Literature review, brief review and sharing articles of interest
- Champion support as requested on topics
- Review of processes as requested
- Research on best practices for internal policies
- Monthly meetings with CDCR leadership

This quarter was focused on post pandemic planning for implementation of full care continuum upon release. Educational content was prepared for asynchronous training.

**Nursing**

All trainings for Nursing were completed last quarter. HMA and CDCR Nursing staff meet monthly as needed to discuss technical support needs. During this quarter, HMA continued with coordination of the implementation of ISUDT with Nursing.

Note: To date, HMA has not conducted any in-person trainings due to Covid-19 travel limitations.

Workstream	Number
Year 2 Systems of Care CDCR Phase 2 Primary Care Provider SME Support	D86
Deliverable Detail	
<ul style="list-style-type: none"> <li>• Provide on-call support</li> <li>• Provide and host office hours</li> <li>• Conduct chart reviews</li> <li>• Provide feedback</li> <li>• Conduct quality evaluations</li> </ul>	

HMA continues to develop online education modules for training and support.

Workstream	Number
Year 2 Systems of Care CDCR Phase 2 Behavioral Health Intervention Phase 2	D94
Deliverable Detail	
<ul style="list-style-type: none"> <li>• Provide teaching, training, and academic detailing</li> </ul>	

During this quarter, HMA worked on strategic development of the treatment programming with a focus on content and oversight.

Workstream	Number
Year 2 Systems of Care CDCR Phase 2 Strategic Support to DHCS	D95
Deliverable Detail	
<ul style="list-style-type: none"> <li>• Licensing</li> <li>• Certification</li> <li>• Other addiction regulatory matters</li> </ul>	

This workstream was placed on hold this quarter due to priorities shifting to focus on COVID-19 issues.

Workstream	Number
Year 2 Systems of Care CDCR Phase 2 Behavioral Health Provider Training	D110
Deliverable Detail	
<ul style="list-style-type: none"> <li>• Provide in-person and online training resources</li> <li>• Plan and host learning cohorts and didactic sessions</li> <li>• Travel for in-person trainings</li> </ul>	

**LCSWs**

All scheduled trainings for LCSWs were completed last quarter. HMA and CDCR will review remaining needs in 1<sup>st</sup> Quarter 2022.

**DRP Contractors/AOD Counselors**

Trainings for DRP Contractors/AOD Counselors began on October 19, 2021 and will conclude January 25<sup>th</sup>, 2022. Below is the training schedule:

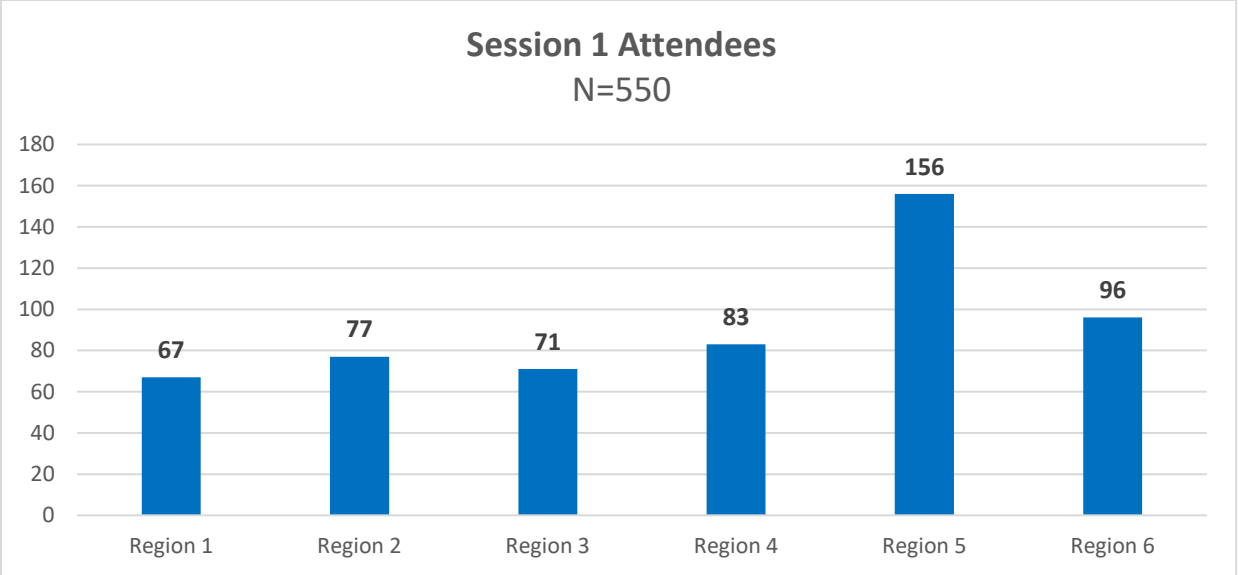
HMA: Training Dates / Times		
Focal Area	Time	Date (Tuesdays)
<b>Region 1</b>		
Topic 1 MAT Basics	10:00 AM	10/19/21
Topic 2 Adv MI MET	2:00 PM	11/9/21
Topic 3 Emotional Mgmt 1	10:00 AM	12/7/21
Topic 4 Emotional Mgmt II	2:00 PM	1/11/22
<b>Region 2</b>		
Topic 1 MAT Basics	2:00 PM	10/19/21
Topic 2 Adv MI MET	10:00 AM	11/9/21
Topic 3 Emotional Mgmt 1	2:00 PM	12/7/21
Topic 4 Emotional Mgmt II	10:00 AM	1/11/22
<b>Region 3</b>		
Topic 1 MAT Basics	10:00 AM	10/26/21
Topic 2 Adv MI MET	2:00 PM	11/16/21
Topic 3 Emotional Mgmt 1	10:00 AM	12/14/21
Topic 4 Emotional Mgmt II	2:00 PM	1/18/22
<b>Region 4</b>		
Topic 1 MAT Basics	2:00 PM	10/26/21
Topic 2 Adv MI MET	10:00 AM	11/16/21
Topic 3 Emotional Mgmt 1	2:00 PM	12/14/21
Topic 4 Emotional Mgmt II	10:00 AM	1/18/22
<b>Region 5</b>		
Topic 1 MAT Basics	10:00 AM	11/2/21
Topic 2 Adv MI MET	2:00 PM	11/30/21
Topic 3 Emotional Mgmt 1	10:00 AM	1/4/22
Topic 4 Emotional Mgmt II	2:00 PM	1/25/22
<b>Region 6</b>		
Topic 1 MAT Basics	2:00 PM	11/2/21
Topic 2 Adv MI MET	10:00 AM	11/30/21
Topic 3 Emotional Mgmt 1	2:00 PM	1/4/22
Topic 4 Emotional Mgmt II	10:00 AM	1/25/22

In October, the In-Prison Programs, Office of Program Operations (CDCR, Division of Rehabilitative Programs) with assistance from the CDCR training team sent out the TEAMS meeting links for the individual training sessions. HMA was approved as a CAADE continuing education provider for AOD counselors. HMA created unique survey links per session to capture CEU requirements and have been sending out Certificates post training sessions and provided a dedicated HMA email address for CEU questions. To date, HMA has not conducted any in-person trainings due to Covid-19 travel limitations.

### Topic 1: MAT Basics

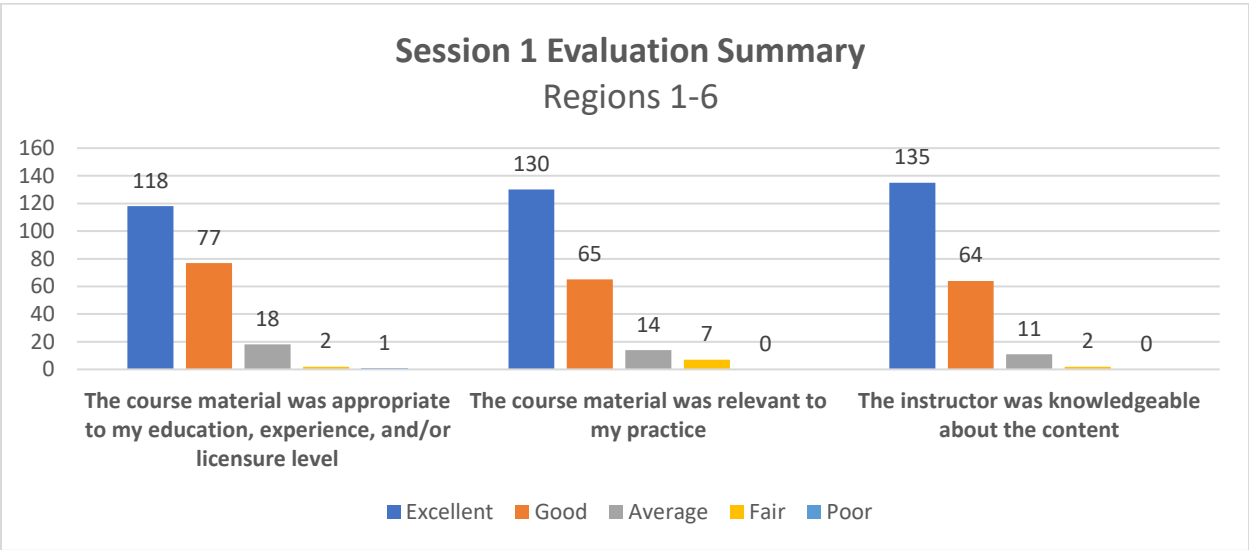
This training was conducted for all 6 regions starting on 10/19/21 and completed 11/2/21 with 550 DRP Counselors/AOD Counselors attending.

Attendance by region is as follows:

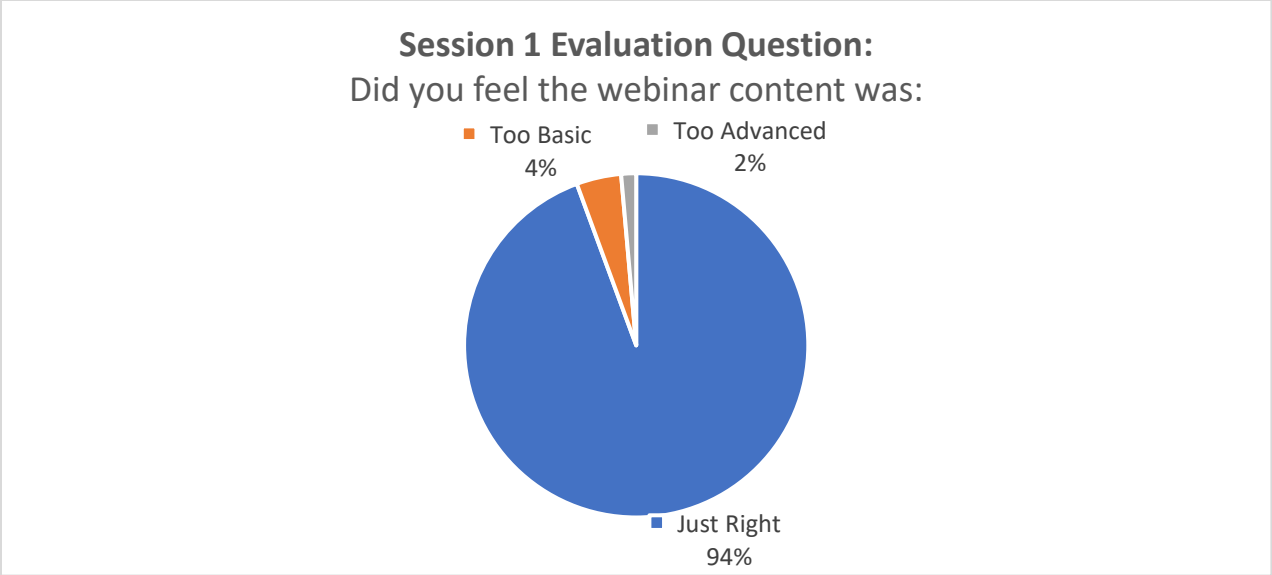


HMA also created an FAQ document for questions that were received via chat or discussed during the training session. This FAQ document was distributed to the attendees. Participants received CEU credits if they attended the session and completed the evaluation.

Of the 550 attendees for Session 1, 216 completed an evaluation, with 188 requesting a continuing education certificate. In all evaluation questions asked, over 88% of participants gave a rating of “good” or “excellent”. Several evaluation question summaries can be found below.



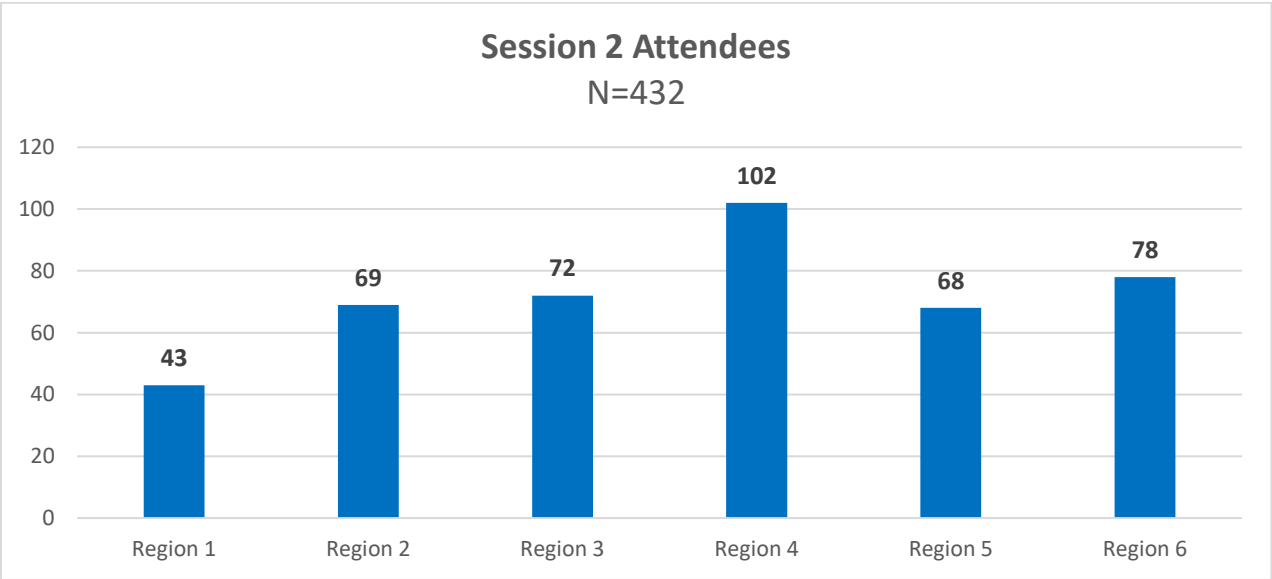




**Topic 2: Advanced MI/MET**

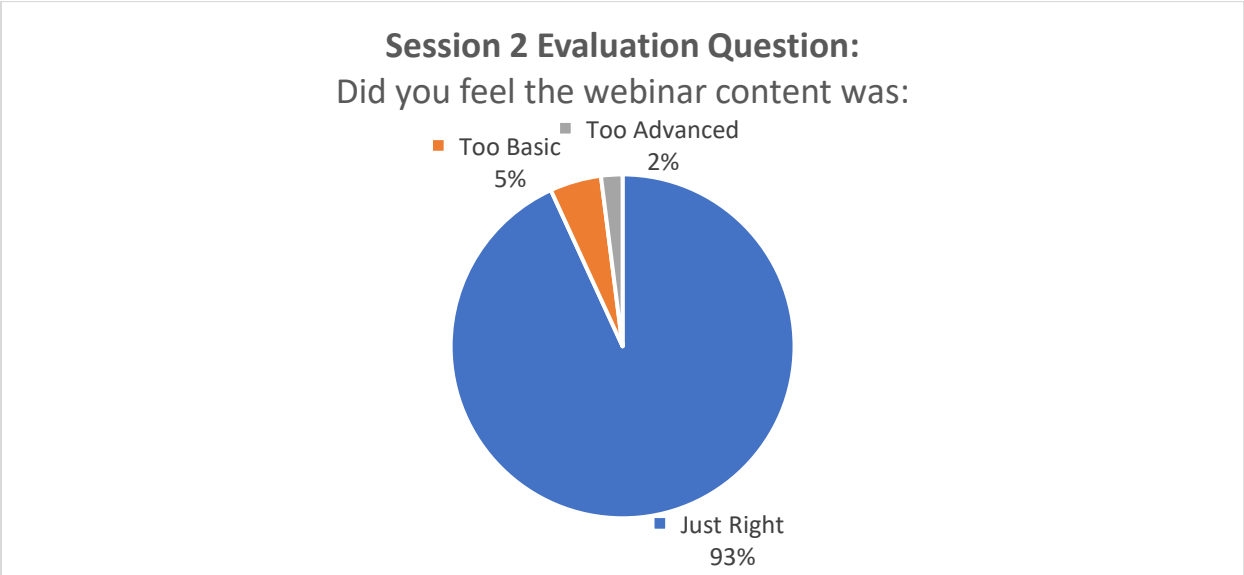
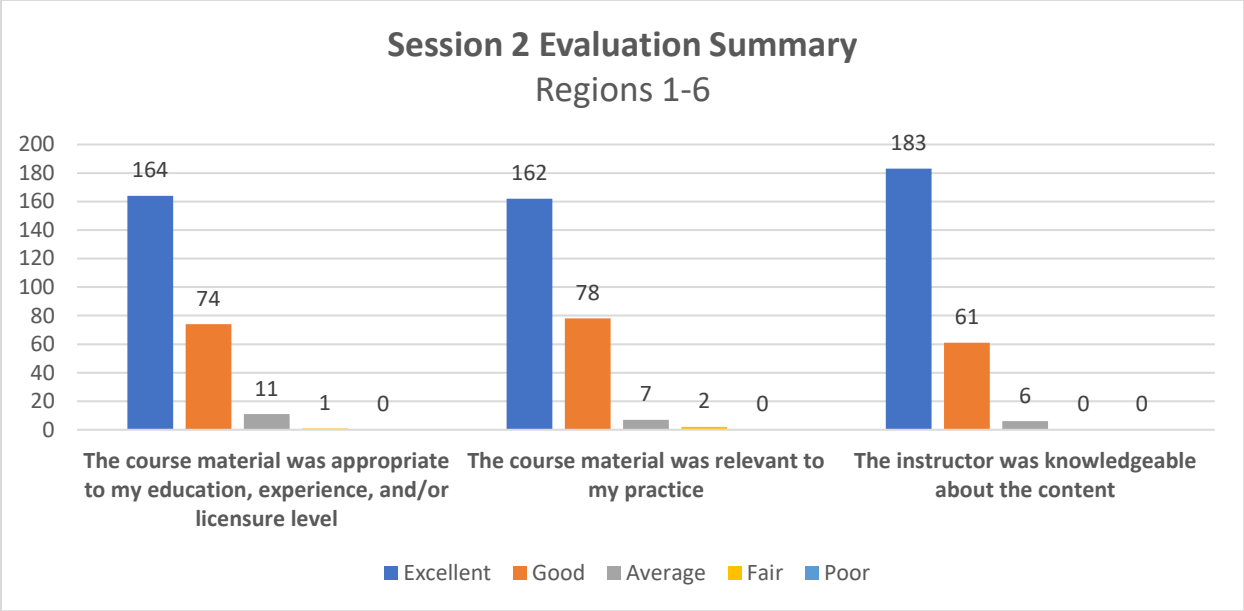
This training was conducted for all 6 regions starting on 11/9/21 and completed 11/30/21 with 432 DRP Counselors/AOD Counselors attending.

Attendance by region is as follows:



HMA also created an FAQ document for questions that were received via chat or discussed during the training session. This FAQ document was distributed to the attendees. Participants received CEU credits if they attended the session and completed the evaluation.

Of the 432 attendees for Session 2, 250 completed an evaluation, with 221 requesting a continuing education certificate. In all evaluation questions asked, over 86% of participants gave a rating of “good” or “excellent”. Several evaluation question summaries can be found below.



**Topic 3: Emotional Management Part I**

This training began on 12/7/21 and will be completed 1/4/2022. Attendance and survey results will be available in next quarter’s report.

Workstream	Number
<b>Year 2 Systems of Care CDCR Phase 2 Behavioral Health Intervention SME Support</b>	<b>D114</b>
Deliverable Detail	
<ul style="list-style-type: none"> <li>• Site lead support</li> <li>• Plan and lead workgroups</li> <li>• Conduct chart reviews</li> <li>• Conduct ongoing coaching calls</li> </ul>	

CDCR leadership and the DRP/AOD vendor Executives indicated that multidisciplinary team case conferencing would be beneficial. HMA will explore this effort after trainings are completed after reviewing remaining SOR2 budget allocations. This had been difficult, as COVID has prevented cohorting of both patients and treatment providers.

Workstream	Number
<b>Year 2 Systems of Care CDCR Phase 2 Behavioral Health Provider SME Support</b>	<b>D115</b>
<b>Deliverable Detail</b>	
<ul style="list-style-type: none"> <li>• Provide and host office hours</li> <li>• Provide site lead support</li> <li>• Conduct ongoing coaching calls</li> </ul>	

As indicated in the BH Intervention SME support deliverable D114, HMA is exploring multidisciplinary team case conferencing. HMA will explore this effort after trainings are completed after reviewing remaining SOR2 budget allocations. This had been difficult, as COVID has prevented cohorting of both patients and treatment providers.