



Behavioral Health Division A&D Provider Meeting

Thursday January 27, 2022

8:30am – 10:00am: Meeting

Virtual Meeting

Join by computer: meet.google.com/vzxz-jncc-esj

Join by phone: **1-669-241-0226 PIN: 598 851 777#**

Meeting Minutes

1. Opening/Introductions (15 min.)

As part of the introductions, the following question was asked: If you could shift something to make this work more effective, what would that be?

- Value more our employees
- Making it not an option to turn people away that are really, really struggling.
- I would love to see a system shift where more cultural practices are accepted as the norm, not something that is looked at as experimental
- Everyone should get access. Having more culturally specific treatment centers
- There are so many people
- Stop talking about things and start doing
- Keeping counselors at their jobs. More money for recovery.
- I would love to see these changes happen at the systems level.
- Support in training and resources to address trauma side-by-side with addictions issue
- More services that are culturally specific in their own native language
- Making sure our providers have the support that they need.
- Getting smaller groups to share what they are experiencing in their work
- Need to focus on retention and what do we do to take care of our staff. Staff burnout is an issue
- Networking among our community partners to have a spider web of access to care amongst our programs
- Somewhere to shift those that are struggling with substance abuse instead of turning them back to the streets.
- Make the public and the community know there is treatment for gambling and how to find the best way to make referrals to get access to care
- Better communication, open line of communication and people willing to listen, leaving their bias at the door
- Make better diagnosis for dual diagnosis clients so as to treat them

- adequately. Focus on how to provide treatment on the different issues the clients have.
- Listening to the individuals in this room. Deciding where money needs to be spent.
- Higher wages for employees so that they can take better care of those in need.

2. Welcoming: BHD Deputy Director - Jesse Benet (5 min.)

- Jesse has 20 years of experience doing community mental health. He has a passion for equity and social justice. He has worked in Corrections, at the King County Behavioral Health and Recovery Division (BHRD), and most recently as the Deputy Director of the Public Defender Association in King County. He has worked on programs to improve outcomes and lives for persons involved in mental health, criminal justice, and homelessness, including the Familiar Faces Initiative, Law Enforcement Assisted Diversion (LEAD), and adapted that during the pandemic to create CoLEAD. Jesse has done direct clinical, program and contract management, and budget work, and was an early adopter and leader in the BHRD's Equity & Social Justice Leadership Team.
- Contact email: jesse.benet@multco.us
- Jill Jessee (jill.jessee@multco.us) manages his calendar, so please reach out to her if you're open to a meet and greet or hosting him!

3. Announcements (10 min.)

- Reminder AD Staffing change
Tiffany Kingery has moved to a new position and until further notice, contact person for contracts that were under her portfolio is Lindsay Stover.
- Openings
 - Bridges to Change – Intake Coordinator has turned in resignation and they will be out on this position for a little bit. Currently training one. Might be a little difficult with referrals at this moment. They have a phone line with a voice mail and form on the web.
 - Alano Club – Peer Connect program has a waitlist for people interested in peer services. Dana Brody will reach out to people and maintain those contacts, to get them mentors as soon as possible.
 - CCC Letty Owings - hold on admissions due to Omicron quarantines. Client admission only will start next week and referrals can be forwarded.
 - WomenFirst Transition and Referral Center is holding an Open House on 2/4/22 from 12-6 PM at 21440 SE Stark Street, Gresham, OR 97030. The vacancy is open until 1/31/22 for Family Resource Navigator. Vaccine clinics will be held on 2/26/22 and on 3/26/22 from 10:00 AM - 2:00 PM.

4. Updates: (10 min.)

- a. Change to Billing Procedures for MultOther: Outpatient Authorization length & Eligibility Verification:

These changes apply only to contractors that have fee-for-service payment terms and encounter into PHTech/CIM, mostly for treatment providers. We will be changing the Auth length and client eligibility verification for indigent funds check from 60 days to 90 days. Do not have an effective date yet and we previously were trying to commit to doing billing changes only on a quarterly basis and discussing them at our Quarterly Billing Meetings. We discussed this at the December Quarterly billing meeting and we heard your feedback. This is an important one to try to do before the next quarterly meeting in March. For the eligibility verification we will make this change to 90 days but also review throughout the year and revisit this at an upcoming quarterly meeting, might look to extend a little further. We were hoping to set an effective date for both as of February 1st, but PHTech has to do some stuff prior to implementing this change to ensure we do not create unintentional burden on providers. An email will be sent with the effective date - either will be March 1st or might be sooner if possible. Right now, no need to send us the income eligibility form, can use your own forms but it is important to maintain those in clients' records. For the time being, until you receive an effective date from us, please continue to operate under the current 60 day timeframes.

- b. Procurement Opening: Withdrawal Management (Detox) Treatment Services RFPQ for these treatment services will open tomorrow 1/28/22 at 8 am and will be open for 6 weeks. Notice will be sent through Multco Marketplace (MMP). Virtual pre-proposal conference will be held on 2/16/22 at 2 pm. The RFPQ announcement will include the link for the conference. Please reach out if you have any questions about this procurement.

The Multco Marketplace (MMP) Supplier Network is where you can view current bids and proposal opportunities, bid results and award information.

<https://bids.sciquest.com/apps/Router/PublicEvent?CustomerOrg=Multnomah>

Link for MMP Supplier Access Request Form

<https://www.multco.us/purchasing/webform/mmp-supplier-access-request-form>

5. Harm Reduction Spotlight: Multnomah County Harm Reduction Team - Jaxon Mitchell (15 min.)

- a. Harm reduction offers syringe services and overdose prevention. Harm reduction means meeting people where they are. They work

- with policies, programs and practices that aim to reduce harm associated with substance use and/or other behaviors and practices.
 - b. They offer a Train-the-Trainer course to organizations interested in starting a distribution program, and having naloxone for staff / volunteers for on site use. Participants who complete the course can purchase naloxone for their programs through their pharmacy discount. OHA's Save Lives Oregon Initiative allows programs to order supplies through their clearinghouse webform:
<https://app.smartsheet.com/b/form/f8df5164585d4ef28faceae14c92245c#:~:text=About%20the%20Project%20The%20Oregon,the%20project's%20approved%20supply%20list>.
 - c. A powerpoint will be attached to these notes.
6. **Program Spotlight:** Voices of Problem Gambling Recovery - Kitty Martz (15 min.)
Postponed to the next meeting
7. **Program Spotlight:** Impact NW (CBEN) - Bryant Leathers (15 min.)
Postponed to the next meeting
8. **Closing/Other Business:** (if any)
Announcement was shared on the transition of Manager's position.
Frederick Staten is moving on to work at OHA as of 2/1/22.

Upcoming Meetings:

Next Provider Meeting on Thursday, February 24, 2022: 8:30am – 9:30am

Meeting minutes, billing manual/policies, and other documentation can be found on our provider website: <https://multco.us/mhas/addiction-provider-resources>