



# ALT Substance Abuse Project (ASAP)

## Challenges

### COVID

- Due to COVID we have not been able to introduce our Treatment on the Spot program to our local hospitals.
- Medical Mobile has not been able to come to clinic as scheduled every Monday, due to the large crowds .
- The homeless connect days has been temporarily cancelled. This is where we meet with many other outreach programs which gave us the opportunity to network with other facilities and outreach programs and services.
- The stress and anxiety associated with the threat of sickness, job losses, disruption of routine and more has increased relapses and patients dropping out of program.
- LA Housing has not been coming in every Monday as previous but continues to call and come on a as needed basis to pick patients up for room key project.
- Phone sessions and patients not answering
- Patients non- compliant with dosing, due to take homes



# ALT Substance Abuse Project (ASAP)

## SUCSESSES

We have successfully networked with many organizations.

**LA Housing:** Provides housing stabilization services, ID, cloths, food, links patients to services as in parenting classes, DUI classes, registration fee's, rental security deposits and room and key projects. LA Housing comes into ALT on a weekly basis and more if needed, to review new homeless patients needs, and transports new patients to our facility for admission.

**Transitions to Wellness Outreach program:** We have contracted with NEV to come to our facility every week and provide medical care- physicals, lab work, medications, specialty appointments, and recently have started a program for treatment of HBV for our patients and other homeless. Since COVID has been providing covid testing to all our homeless patients. We have received many referrals into our program through this program.

**Sisters of the Street-** provides needs to homeless women and transports to clinic and to other appointments.

ALT has been able to admit approximately 15 patients into our program that have little money and do not qualify for medi-cal. Proud to say the majority of those are doing well in recovery.

We have been able to build more office space, that is utilized by LA Housing and also used as a resource room for patients to build resumes, apply for jobs and use for online GED preparation.



# ALT Substance Abuse Project (ASAP)

## Looking Ahead: Sustaining our Successes

ALT plans on continuing to collaborate and build a network of support to provide resources to promote a healthy sober lifestyle.

We will continue to work closely with Transitions to Wellness outreach program, to provide HBV treatment and other medical care needed.

Maintain our relations with LA Housing Outreach

When scheduled again will attend all the monthly homeless connect days.

We will be initiating our Treatment on the spot program, with local hospitals

Will continue to work with LA Housing Hospital Discharge liaison

Will continue to provide community education on the use of methadone and buprenorphine

Continue to create advertising idea's



# BAART PROGRAMS

## Porterville Clinic

### Challenges

#### **COVID-19 & Surviving the Pandemic**

Seclusion affecting our Well Being:

- mental health, physical health, emotional health

Social Distance:

- CDC recommendation six feet away, wearing mask, washing hands

Economy:

- Job loss, people afraid to go to work, price increase for daily necessities

Society:

- educational awareness
- consideration and respect for others
- social stigmatism
- staying united



# BAART PROGRAMS

## Porterville Clinic

### SUCCESES:

- Patient outreach
- Collaborating with the community giving information of our clinic
- Providing patients with verification of medical and Medicare services
- Referring transportation services for patients to the clinic
- 211 set up to have patients referred to Baart
- Providing patients with referrals to assist with their needs
- Marketing information to reach out to the community



# BAART PROGRAMS Porterville Clinic

## Looking Ahead: Sustaining our Successes

- Continue to reach out to patients
- Support patients and help them meet their needs
- Keep a good rapport with the community services
- Keep in contact with referrals



# REACH – BAART San Mateo

## Challenges

- Recruiting
- Retention and turnover
- Increase challenges of retention due to pandemic
- Shifting responsibilities and role for Patient Navigator
- Outreach challenges
- Leadership turnover



# REACH – BAART San Mateo

## SUCSESSES

- Connections made with Jail Services has resulted in increased communication and collaboration, we have been successful in connecting persons to care and significantly reduce risk.
- Collaborative discussions with Jail Medical personnel that have expanded beyond connections after incarceration – true collaborative Care.
- Intense desire (demand) from jail services to connect inmates to treatment.
- Patient Navigator – has been nimble enough to provide essential counseling and case management care directly to patients in treatment
- Security!





## REACH – BAART San Mateo

### Looking Ahead: Sustaining our Successes

- Continue to maintain and strengthen connection with Jail services
- Beginning 2020 Budget process – discussions around adding in some personnel expenses related to continued jail outreach
- Marketing – website and print materials focusing on buprenorphine can be shared with all other programs and easily adapted to suit all of our other locations.



## *BAART Programs Oakland*

### CHALLENGES

#### Reaching Potential New Patients:

*Broad outreach stymied by lack of in-person meetings and reduced hours and staff of those potential partners.*

#### Covid-19 Problems:

- *Tracking patients who are exposed to Covid-19, or are quarantined for a certain duration at motels.*
- *Irresponsible patient behavior: leave quarantine at-will, resist positive Covid diagnosis, fail to present Covid test results, fail to socially distance, etc.*
- *Patients gossip as they often know each other—regardless of HIPAA privacy reminders. This creates tension and conflict in waiting lines and along sidewalk near clinic where they socialize.*
- *Stress on dispensing nurses for the extra work they must do (suit-up in PPE gear then drive/deliver doses) in addition to their normal busy dispensing window duties.*



## *BAART Programs Oakland*

### SUCCESSES

- Maintaining Current Patient Census
- Lack of Covid-19 infection among staff and/or patients
- PPE Supplies: we are okay so far but currently ordering more due to increase in California.
- Continued cooperation with Alameda County Behavioral Health's monthly Substance Use Disorder (SUD) Provider Meeting: in lieu of in-person meetings allows for helpful virtual cross-pollination.



## *BAART Programs Oakland*

### Looking Ahead: Sustaining our Successes

The NTP Grant funds reallocation will allow our location to grow by:

- 1. Providing a more comfortable treatment space: exterior improvements, counselor offices, lobbies, etc.*
- 2. Augmenting marketing outreach via social media*
- 3. Improving patient navigation via improved, shared information streams used by our staff*
- 4. Improving staff knowledge of buprenorphine services as well as the current state of affairs re: OUD and relevant research*



## BAART Visalia

### Challenges

- ☐ Developing procedures for COVID-19 pandemic and acclimating to the changes abruptly
- ☐ Linking Patients to Available Resources
- ☐ Communication among counselors and patients
- ☐ Shortage of Doctor's and Nurse Practitioners



## BAART VISALIA

### SUCSESSES

- ✓ Continue to develop and maintain strong relationships with community based organizations/agencies
- ✓ Continue to be an innovative hub for the community stakeholders and resources
- ✓ Linkage Coordinator/TCD providing education to the community to decrease stigma via Zoom
- ✓ Housed all our homeless patients



# NTP REACH BAART VISALIA

## Looking Ahead: Sustaining our Successes

- ☐ We have identified specific tactics to sustain our efforts during and after this grant.



# Gold Country Health Initiative

## Challenges:

- DEA License & Opening our clinic
- Hiring staff (In progress)
- Pandemic, COVID-19 – Being a new clinic is a challenge
- Medi-Cal & Calaveras County contracts pending





# Gold Country Health Initiative

## SUCCESSES:

- COVID-19 – Exposure Protocol Protection Plan with all PPE equipment
- Funding – Veterans, Private Insurance
- Marketing – Ledger Dispatch and our Website, also networking with other providers.
- Urgent Care Clinic (820 Hwy 88) 135 Buprenorphine patients



# Gold Country Health Initiative

## Looking Ahead: Sustaining our Successes

- Utilize our Exposure Protocol Protection
- Welcoming new patients
- Marketing and Networking. Educate other agencies on Substance Use Disorder and medications available.
- Sustainability – A. Building on a solid foundation B. Stakeholders: VA, Medi-Cal/Medicare, private insurances and Kaiser etc.



# HAART HAYWARD

Tackling the Opioid Crisis Humanistically

## Challenges

- Consistent contact between counselors and clients
- Inability to reach clients / incentivizing clients to call counselors
- Return of UAs and Managing Take Homes
- Motivating clients through isolation of pandemic, including symptoms of anxiety and depression brought on by pandemic: loss of face-to-face social support, navigation of distance learning, managing co-occurring addictions, death and illness of loved ones, fear of illness and grief over not being able to visit loved ones, nor hold proper funerals
- Managing construction efforts / timeline during pandemic



# HAART HAYWARD

Tackling the Opioid Crisis Humanistically

## SUCSESSES

- Transitioning clients to telehealth/flexibility in counseling approaches
- Modeling and motivating living in the present moment
- Opportunity to re-evaluate clients' goals
- Working with clients toward tapering and/or transitioning to buprenorphine or vivitrol
- Re-evaluation of infrastructure needs, methods and time frame
- Encouraging good hygiene, distancing, masks and improved self-care and self-esteem / providing curbside dosing and PPE for clinic/clients
- Improving aesthetics of clinic



# HAART HAYWARD

Tackling the Opioid Crisis Humanistically

## LOOKING AHEAD: SUSTAINING OUR SUCCESS

- Anticipate and prepare for challenges
- Continue to emphasize good physical health, keeping doctors' appointments, smoking cessation, letting go of resentments and healing old wounds
- Focus on immediacy of problems, emphasize mindfulness and strength-based and solution-oriented interventions, address case management issues
- Continue to network with other professionals and communities to strategize on OUD solutions and prevention including reducing stigma
- Use marketing to attract new clients and to be a force for positive change in community, advocating for our clients and modeling a humanistic approach to reducing OUD



# MedMark, Hayward CA

## Challenges

### Limited access to referral sources ~

- We have had to rely on mailed or hand delivered marketing materials and phone calls rather than in person contact or presentations.
- Potential referral sources have had little space for new communication.
  - Responding to their own patient/client needs and staffing issues have taken center stage.

### Increased barrier of treatment ~

- We've had patients referred that have met barriers.
  - Intake hours that don't meet patient needs.
  - Referrals of patients that are quarantined and not able to Intake.
  - Referrals that don't show up out of concern of possible infection.



# MedMark, Hayward CA

## SUCSESSES

Positive lines of communication open ~

- Emergency Rooms in Alameda County, Bridge to Treatment SUN's, Alameda County Jail, Dublin FCI, Several CA Prisons, Cherry Hill Detox, Residential Treatment Programs, Collaborative Courts

Marketing & Advertising ~

- Budget approved for continued advertising.
- Scheduled to attend community and justice system resource fairs (when scheduled).
- Center has been added to SAMHSA, Choose Change CA ([www.choosemat.org](http://www.choosemat.org)) & 211 (Alameda County) treatment locators.



# MedMark, Hayward CA

## Looking Ahead: Sustaining our Successes

### Marketing & Advertising ~

- Targeted Digital Display – SF Chronicle, SF Gate
- GeoFencing – Targeted Corporations
- Bay Area Reporter
- Facebook
- Scheduled to attend community and justice system resource fairs (when scheduled).

### Client support ~

- Narcan distribution renewed with staff training & supply partnership.
- Improved lobby environment.
- Staff education on Suboxone and improved understanding of benefits.
- Renewal of Patient Retention Program & Referral Program





## Challenges

# Santa Clara County: San Jose & San Martin

Outreach limitation due to Covid-19  
Delayed Plans for expansion of services  
Hiring difficulties due to Covid-19



# Santa Clara County: San Jose & San Martin

- Updated dispensing equipment
- Building Telahealth Services
- Updated outreach program
- Clinic covid-19 readiness (PPE, Phones, IPADs, Laptop)



# Santa Clara County: San Jose & San Martin

## Looking Ahead: Sustaining our Successes

Continue providing Telehealth Services

Develop out reach Telehealth Services for surrounding areas in San Martin and San Jose through building relationship with Emergency and primary care sites.



# Santa Rosa Treatment Program

## Challenges

- COVID: Limited resources to provide essential services to clients (SRTP has remained fully operational during Pandemic.)
- Timing of deliverables in outbreak of COVID resulted in training for staff needed being pushed back due to restrictions- all trainings also had to take place online as opposed to in person as originally planned.
- Outreach: In person presentations were suspended at this time due to restrictions, instead attention has been focused on updating website, literature, and communicating with stakeholders through online platforms.
- Training: MAT and TOWER training for staff needed to take place online due to restrictions.



# Santa Rosa Treatment Program

## SUCCESES

- All hardware and software fully installed and operational
  - SRTP's Tower Software System was upgraded and all staff trained on new system
  - Dispensary System was upgraded, and all dispensary nurses trained on new system
  - Purchased and installed 26 Staff Computers
  - Purchased and installed upgraded software for all computers
- New referral tracking system
  - The upgraded system now allows counselors to track referrals in session notes and this information is being collected in database
  - Implemented new tracking system for referrals to outside agency's- including Buprenorphine and Naltrexone treatment
- COVID19 safety upgrades
  - Installed Plexi Glass for COVID-19 safety requirements
- Staff Training of all MAT Medications
  - All staff were trained on Buprenorphine and Naltrexone treatment to gain comprehensive knowledge of all forms of MAT
  - Counseling staff is now prepared to offer counseling services in the scope of all MAT medications



# Santa Rosa Treatment Program

## Looking Ahead: Sustaining our Successes

Currently SRTP is:

- Working to implement EMR's with the new software system
- Updating all outreach and education materials to include information on ALL MAT medications
- Building mutual referral relationships in the community with local agency's using new tracking system
  - Following up with all referrals and making sure they have access to SRTP literature
  - Updating website to include referrals
- Narcan training for staff, and pairing with local agency's to provide Narcan to clients



# Sunrise Health & Wellness Center

## Challenges:

- **Pandemic, COVID-19 – Being a new clinic is challenging**
- **Networking/Marketing**
- **Medi-Cal pending along with Sacramento County Contract**
- **Hire new physician with Fellowship background**



# Sunrise Health & Wellness Center

## SUCCESES:

- “Great Team of Professionals”
- COVID-19 – Exposure Protocol Protection Plan with all PPE equipment, Staff fully trained
- Funding – Medicare, Veterans, Private Insurance and sliding scale
- Marketing – Sacramento News & Review, Rancho Cordova Grapevine Independent, Gold River Messenger, e-blast from CCAPP





# Sunrise Health & Wellness Center

## Looking Ahead: Sustaining our Successes:

- Welcome first patient
- Marketing and Networking. Collaborate with other providers and offer education and support.
- Fellowship U.C. Davis
- Open Buprenorphine clinic in Suite C
- Sustainability – A. Building on a solid foundation B. Stakeholders: VA, Medi-Cal/Medicare, private insurances and Kaiser etc.



## Valley Health Associates Expansion of Services

### CHALLENGES

- ◆ **Community presentations during pandemic**
- ◆ **Building referral pathways during pandemic**
- ◆ **Bookkeeping and financial management**
- ◆ **Staff capacity to work on development activities while on the frontlines of service**





## Valley Health Associates Expansion of Services

### SUCSESSES

- ◆ Increased MAT slots to 130
- ◆ Expanded to new MAT Clinic
- ◆ THREE x-Waivered Prescribers
- ◆ Outreach campaign launched
- ◆ Full Launch of New Youth Program
- ◆ TWO Peer Support Specialists Trained
- ◆ Telehealth capabilities are increasing
- ◆ Mobile Clinic arriving early September





## Valley Health Associates Expansion of Services

### **SUSTAINING PROGRESS**

- ♦ **Initiate medications at first appointment**
- ♦ **Accept other forms of insurance in addition to MediCal**
- ♦ **Gather even more community support for Mobile Clinic**
- ♦ **MOU to be the provider for incarcerated individuals**
- ♦ **MOU with school districts to serve their students**
- ♦ **Continue awareness campaigns & outreach, especially naloxone distribution to build community trust**
- ♦ **Build fundraising capacity**

