Promoting Trauma-Informed Care at DBHDS

2019 Behavioral Health Symposium
June 6, 2019

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Commissioner
Department of Behavioral Health and Developmental Services
## System Transformation, Excellence and Performance (STEP-VA) Behavioral Health Services

<table>
<thead>
<tr>
<th>STEP-VA Service</th>
<th>Implementation Requirement</th>
<th>Status</th>
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</thead>
<tbody>
<tr>
<td>Same Day Access</td>
<td>July 1, 2019</td>
<td>100% Implementation: March 2019</td>
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<tr>
<td>Primary Care Screening</td>
<td>July 1, 2019</td>
<td>Launch: July 1, 2019</td>
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<tr>
<td>Crisis Services</td>
<td>July 1, 2021</td>
<td>Detox Services RFP issued to CSBs</td>
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<td></td>
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<td>Crisis Services</td>
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<td>Launch: July 1, 2019</td>
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<tr>
<td>Outpatient Services</td>
<td>July 1, 2021</td>
<td>Launch: July 1, 2019</td>
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<tr>
<td>Psychiatric Rehabilitation</td>
<td>July 1, 2021</td>
<td>Planning Begins 4thQ FY19</td>
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<tr>
<td>Peer/Family Support Services</td>
<td>July 1, 2021</td>
<td>Planning Begins 4thQ FY19</td>
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<tr>
<td>Veterans Behavioral Health</td>
<td>July 1, 2021</td>
<td>Planning Begins 4thQ FY19</td>
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<tr>
<td>Care Coordination</td>
<td>July 1, 2021</td>
<td>Planning Begins 4thQ FY19</td>
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<tr>
<td>Targeted Case Management (Adults and Children)</td>
<td>July 1, 2021</td>
<td>Planning Begins 4thQ FY19</td>
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Behavioral Health Redesign – Alignment

The comprehensive continuum supports sustainability of STEP-VA services, including the crisis services workgroup.

Transitions from a crisis-driven system to focus on prevention and early intervention, particularly through Trauma-Informed Care and Adverse Childhood Experiences (ACES).

More comprehensive rates for services that are challenging to sustain (e.g. Multi-System Therapy, Family Focused Therapy, PACT, High Fidelity Wraparound, ICT).

New licensing regulations (upon approval of the 2020 GA) to support realignment and ensure licensing supports evidence-based, trauma-information, prevention-focused and cost-effective services across the lifespan.
Alternative Transportation

- DBHDS secured a contractor for alternative transportation of people under a temporary detention order and appropriate for such transportation.
- Unarmed drivers wearing plain clothes in secure, unmarked vehicles and with specially trained drivers.
- Trauma-Informed service.
- Available 24 hours a day, 365 days a year.
- Process to be rolled out statewide over the next two years.
- Expect 12,500 of the annual 25,000 TDOs to utilize.
• VCU will create a “behavioral health index” to improve method for allocating fiscal resources.

• The index will factor in the prevalence “stress related conditions” and various social determinants of health.

• The goal is to spread our resources more equitably, moving beyond population based allocations.
Behavioral Health Interpretation Curriculum

- Developed a curriculum to enhance skills to interpret in a behavioral health setting.
- Critical because communication is the primary means of diagnoses and treatment in behavioral health.
- Differs from standard medical interpretation.
- Currently being edited.

<table>
<thead>
<tr>
<th>DISCHARGE</th>
<th>QPBHI &amp; PROVIDERS TRAINED AS QBS/QPBHI</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Patient/Family Education</td>
<td>- Special Training for:</td>
</tr>
<tr>
<td>- Medication Instruction</td>
<td>- Group Interpreting</td>
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<tr>
<td>- Billing, Insurance, etc.</td>
<td>- Medication</td>
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<tr>
<td>- Next Steps</td>
<td>- Court Interp. System</td>
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<td>- School Interp. System</td>
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<td>- Social Service System</td>
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<td>- Caution for:</td>
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<td>- Secondary Trauma</td>
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<td>- Re-traumatization</td>
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<thead>
<tr>
<th>REFERRAL AND REVIEW</th>
<th>QPBHI &amp; PROVIDERS TRAINED AS QBS/QPBHI</th>
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<tbody>
<tr>
<td>- Case Evaluation</td>
<td>- Special Training in:</td>
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<tr>
<td>- Treatment Planning Review</td>
<td>- Medication</td>
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<tr>
<td>- Medication Review</td>
<td>- Court Interp. System</td>
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<tr>
<td>- Support Services</td>
<td>- School Interp. System</td>
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<tr>
<td>(Housing, Employment, etc.)</td>
<td>- Social Service System</td>
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<tr>
<td>- Allied Services</td>
<td>- Caution for:</td>
</tr>
<tr>
<td>(Court, School, Social Services, etc.)</td>
<td>- Secondary Trauma</td>
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<tr>
<td>- Next Steps</td>
<td>- Re-traumatization</td>
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<tr>
<td>(Group Home, etc.)</td>
<td>*Requires interpreting experience and BH exposure</td>
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<tr>
<th>TREATMENT</th>
<th>QPBHI &amp; PROVIDERS TRAINED AS QBS/QPBHI</th>
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<tbody>
<tr>
<td>- Counseling Therapy</td>
<td>- Special Training in:</td>
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<tr>
<td>- Individual or Group</td>
<td>- Group Interpreting</td>
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<tr>
<td>- Medication</td>
<td>- Special Populations</td>
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<tr>
<td>- Outpatient</td>
<td>- Caution for:</td>
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<tr>
<td>- Day Treatment</td>
<td>- Secondary Trauma</td>
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<tr>
<td>- Hospitalization (Voluntary or Involuntary Confinement)</td>
<td>- Re-traumatization</td>
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<tr>
<th>INTAKE INTERVIEW</th>
<th>QPBHI &amp; PROVIDERS TRAINED AS QBS/QPBHI</th>
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<tbody>
<tr>
<td>- Medical History</td>
<td>- Special Training in:</td>
</tr>
<tr>
<td>- Family History</td>
<td>- PSY. Testing</td>
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<tr>
<td>- Psychological/Psychiatric Evaluation</td>
<td>- PSY. Interview</td>
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<td>- Medication</td>
<td>- Medication</td>
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<tr>
<td>- Crisis Management</td>
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<tr>
<th>FRONT DESK/REGISTRATION/ADMISSION</th>
<th>QBS* &amp; QPBHI**</th>
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<tr>
<td>- Fill-out Information Forms, HIPAA, Medical History, Insurance, Language Access Needs, etc.</td>
<td>* QBS-Qualified Bilingual Staff</td>
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<tr>
<td>- Payment or payment options</td>
<td>**QPBHI - Qualified Professional Behavioral Health Interpreter</td>
</tr>
<tr>
<td>- Instruction for next step, next appointment, arrangement for interpreter, etc.</td>
<td></td>
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<tr>
<td>- Explanation of Benefits, Clarifications, etc.</td>
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DBHDS CLAS Standard Implementation

- CLAS Academy – Classroom/virtual training to understand standards at all levels
- Qualified Bilingual Staff Training Program – Agency supported qualification for BH and DD settings
- Participate/facilitate development of regional and organizational plans for cultural competency
- Train and disseminate the trauma-informed cross cultural psychoeducation curricula
- Qualified Cultural Navigators (QCN) Program
- Facilitate the development of organizational CLC plans and language access plans
- Two DBHDS policies: 1) On access to language and communications supports, 2) On staff training
- State Policy on Cultural and Linguistic Competency

Outcomes of Cultural & Linguistic Competence

- Community Responsiveness
- Elimination of Disparities
- Improved quality of services & outcomes
- Legislative, regulatory, & accreditation compliance
- Competitive edge
- Healthier Workplace
Improving Workforce’s Ability to be Trauma-Responsive

DBHDS is offering trainings to clinicians in the public and private sector at no cost.

**Parent-Child Interaction Therapy (PCIT)**
- An evidence-based behavior parent training treatment for young children with emotional and behavioral disorders.
- Emphasizes improving the quality of the parent-child relationship and changing parent-child interaction patterns.

**Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)**
- An evidence-based treatment for children and adolescents impacted by trauma and their parents or caregivers.
- Assists the child/adolescent to develop coping strategies for traumatic stress reactions and reduces symptoms of depression, anxiety, or acting out behavior.
High Fidelity Wraparound (HFW)

- DBHDS has a federal grant for High Fidelity Wraparound (HFW).
- It is an evidence-based practice that prevents out of home placement or transitioning back to the community.
- HFW uses a structured facilitation model that puts the family in charge of their care and planning to meet their own needs.
Adverse Childhood Experiences (ACEs)

• Incorporating ACEs to promote safety and connection in order to empower self-healing communities.
• In 2017, DBHDS brought *ACE Interface* to Virginia to train ACE Master Trainers and grow awareness of the connection between childhood adversity and future health challenges.
• To date, Master Trainers have delivered over 150 presentations attended by over 3,000 community members.
• By the end of 2019, all 40 CSBs will have at least two Master Trainers.
Virginia’s Veterans: Addressing Suicide and Access to Care

• Virginia 1 of 7 States to join the Governor’s Suicide Prevention Challenge - Sponsored by Veterans Health Administration and SAMHSA

• STEP-VA enhancements for Military Service Members, Veterans and their families (SMVF) in CSBs.

• Consistent **identification** of SMVF at intake (and electronic health record documentation) – Staff ask “Have you or a family member served in the military?”

• **Military culture training** for CSB workforce.