

## COMMUNITY HEALTHCARE ALLIANCE

April 22, 2020 at 1:00 PM

### Minutes

#### Attendance registered in the chat:

Matt Bauder, Kristy Bernard, Don Panto, Chelsea Jones, Barb Vaupel, Robert Harvey, Emily Aubele, Ellen Hunt, Almut Dubischar, Sue Lettera, Tim Custer, Ronnie Nase, Pat McGarry, Dominique Gray, Alexis Harvey, Alex Luquet, Rob Harvey, Marissa Turner, Jody McCloud Missmer, Paul Iannaccone, Michael Cuda, Christine Higgins, Richard Orlemann, Nikki Baker

#### I. Welcome and Introductions –

Tom Walker opened the meeting with review of agenda, meeting purpose and welcomed our members and stakeholders. The purpose of today's meeting is to discuss strengths, needs, and issues during the novel coronavirus (COVID-19) pandemic.

#### II. Review of April 15, 2020 Meeting Minutes - Approved

#### III. Training -- Pennsylvania 211 – Emily Aubele

**Pennsylvania 211 is a hub for Health and Human Services resources. Individuals can call into 211, they can text message for resources, or in some areas, they're able to chat.**

#### COVID-19 Crisis

##### For help during the COVID-19 crisis:

- Check out [COVID-19 resources page](#)
- Sign up for text alerts by texting PACOVID to 898-211
- Search the [resource database](#) for COVID-19-specific programs.

Through the resource database, providers and individuals can search for resources, and target results by entering a zip code or city. Providers can either call 211 with the individual or do a web search using the Guided Search tool. The interface is also intuitive through use of icons for identifying resources. At the top of the resource directory page, basic demographic information is requested to help target the results. At the bottom of the resource directory page, providers can request to be added to the database by clicking **Service Provider Tools** and filling out the webform. Up to three agency contacts can be listed. Screen shots are below.

The screenshot shows the '211: GET HELP' page from the United Way of Pennsylvania. The page has a blue header with the United Way logo and a 'MENU' button. Below the header, the main heading '211: GET HELP' is displayed in large blue letters. To the right of the heading is a '2-1-1' logo and another United Way logo. Below the heading, there is a yellow banner with the text: 'For COVID-19 updates and resources, visit our [resource page for PA](#).' Below this banner, there is a blue banner with the text: 'Resource providers, please add or update your program details and volunteer opportunities with us.' Below the blue banner, there is a large image of a smiling woman and child. Overlaid on the image is the text 'Find the help you need.' Below this text, there is a search form with the following fields: 'Enter ZIP Code' and 'or Enter City' (with a '(reset)' link), 'Age' (with a dropdown menu), and 'Gender' (with radio buttons for 'Female' and 'Male'). Below the search form, there is a 'Guided Search' section with a red banner that contains the text: 'There are many community programs that can provide help during the COVID-19 pandemic. These may be found in our resource database by searching in the categories below OR [Click here](#) for programs established specifically for COVID-19 response.'



#### Other Search Options

Service Keyword

Search

Agency/Programs

Search

#### Service Providers

If you are a service provider who wishes to be added to our database or to update current information, please click here.

[Service Provider Tools](#)

#### IV. Training: Remote ABA services using Zoom and technology – Alex Luquet, Kidspeace

KidsPeace approach is based on Parent Child Interaction Therapy. The goal of using technologies is to use what the therapists are trained to do, and structure of sessions in a meaningful and engaging way for clients. There needs to be a lot of reinforcement.

- PCIT model was mostly made for working on behavior issues and has a very specific structure
  - Starts with child-directed intervention, which is where the caregiver is following the lead of the child and providing a lot of non-contingent reinforcement. This is known as pairing where you're trying to make yourself (therapist) a kind of reward reinforcement for the behavior.
  - Once the therapist has been established as a reinforcer that's when you start introducing parent-directed interaction, which is when a little more demand is placed on the client. And you build it up, slowly. Clients are already excited that you're there. They want you to continue to be there and they remain engaged when you start putting more demands into the session.
  - Lastly is clean-up. There has been a huge increase in caretaker involved in the sessions to help facilitate, and engagement increases. Taking the opportunity to spend a couple minutes at the end of the session to talk with them, and probe a bit, "How do you think that went? And, what do you want to work on next time?" are helpful questions. This interaction helps build caretaker involvement.

Zoom has a whiteboard feature where both people on the screen can be drawing on a whiteboard. Possibilities to use this feature include opportunities for games, or videos. Service delivery needs to be really engaging for the client; Kidspeace found kids enjoy using a tablet computer.

- Personalized materials often work out best and are very easy to prepare; you put them together on PowerPoint export it as a PDF, which can then be shared directly through the screen.

- YouTube videos can be used through stopping the screen and annotating parts of it and asking kids about different parts of videos.
- Music is another good choice; the therapist can organize a playlist of specific songs, and the therapist can use this for group songs, which is useful if the client has siblings at home and can get them involved. This all streams right from the connected device.
- Content is often sourced from the child's environment or what they are interested in. Websites such as BrainPOP <https://www.brainpop.com/> and PBS Kids <https://pbskids.org/> have a lot of fun and practical content useful for sessions. Google Images is a great source for clipart.
- Matching activities for different coping skills works well, and the therapist and client would talk about which ones go together.

#### V. Provider Updates:

**St Luke's – Jody** – Provided practical advice in preparing clients for intake at the hospital emergency rooms for psychiatric needs. Also, noted there is a significant reduction in stroke and TIA alerts, or folks being seen for evaluation of chest pain, etc. which is concerning because coronavirus should not affect whether people are having heart attacks or strokes. Message to send to clients and prospective patients: "We're here for you it's safe to come in, it's safe to get treatment, do not hesitate to come in, get help, period."

**Treatment Trends/Keenan House – Mike** - are taking admissions currently and everything is business as usual, with the with the few extra steps obviously screening for any type of symptoms signs, symptoms; anything that might send up a red flag would initiate testing.

#### VI. County updates:

**Lehigh County – Dick** – entered into partnership with Pastor Bob Stevens to provide hotel stays for quarantine of homeless individuals.

#### VII. Meeting Schedule

Date	Chair	Minutes
January 22, 2020	Kristy Bernard	Magellan
March 25, 2020 – postponed April 8, 2020 April 15, 2020 April 22, 2020 April 29, 2020	Meeting on March 25 postponed. We are proposing a weekly remote/Zoom meeting for planning and support during the pandemic. Calls will be focused on 24-hour care for ½ hour and ambulatory care for ½ hour. Meetings are 1-2 p.m.	
May 27, 2020	Kristy Bernard	Magellan
July 22, 2020	Matt Bauder	Magellan
September 16, 2020*	Kristy Bernard	Magellan
November 18, 2020*	Matt Bauder	Magellan

\* Third Wednesday

#### VIII. Contact Information

##### Committee / Organization

Member/Family Advisory Committee  
 Provider Advisory Committee  
 Children's Advisory Committee  
 Lehigh County HealthChoices  
 Northampton County HealthChoices  
 Magellan Behavioral Health of PA, Inc.

##### Contact Name

Ronnie Colbert  
 Vacant  
 Pat McGarry  
 Matt Bauder  
 Kristy Bernard  
 Tom Walker

##### Email Address

[burail1980@yahoo.com](mailto:burail1980@yahoo.com)  
  
[pmcgarry@valleyyouthhouse.org](mailto:pmcgarry@valleyyouthhouse.org)  
[mattbauder@lehighcounty.org](mailto:mattbauder@lehighcounty.org)  
[KBernard@northamptoncounty.org](mailto:KBernard@northamptoncounty.org)  
[twalker@magellanhealth.com](mailto:twalker@magellanhealth.com)