



STATE OF CONNECTICUT
DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES
A Healthcare Service Agency

NED LAMONT
GOVERNOR

MIRIAM E. DELPHIN-RITTMON, Ph.D.
COMMISSIONER

MEMORANDUM

To: DMHAS Private Non-Profit Providers
From: Miriam E. Delphin-Rittmon, Ph.D.
Date: April 9, 2020
Subject: DMHAS COVID-19 Provider Update #11

The coming weeks are expected to be challenging ones for our state as we brace ourselves for an anticipated surge in COVID-19 cases. During this time, we expect that we will see an increase in cases and hospitalizations throughout the state. However, there are small signs that state efforts related to social distancing are having a positive impact. Governor Lamont has indicated that we are seeing some flattening of the curve because Connecticut residents are following social distancing guidelines. I wanted to use today's memo to highlight important information and resources and to thank you and your staff for your efforts related to the individuals we serve.

DMHAS Addiction Services Bed Availability Website

We thank you for your continued hard work and commitment to the persons we serve. Providing access and connecting clients to services is a priority. The implications of COVID-19 have created some challenges with access to care. Although all providers are faced with challenges during this unprecedented time, residential providers are faced with managing capacity and providing access on a daily basis. Now more than ever, we depend on information on bed availability to continue to provide our clients with needed access to care. The *SA Bed Availability Website* is an important resource to report information on bed availability for residential services related to substance use treatment. The information on the website is a resource for clients, families, providers, and other stakeholders. To assist you in ensuring the SA Bed Availability Website provides vital information to access residential services, especially during this unprecedented time, below is some important information, including reminders and recommendations.

Provider URL: <http://96.39.105.2:8080/> - This is the administrative portal for providers to log in and change their bed capacities.

SA Bed Availability Website link: <https://www.ctaddictionservices.com/>

Important reminders regarding the website:

- Continue to update the website regularly.

(860) 418-7000
410 Capitol Avenue, P.O. Box 341431, Hartford, Connecticut 06134
<https://portal.ct.gov/dmhas>
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- Detox updates should be frequent – at least once per shift, preferably more often.
- The following residential levels of care should update the website every morning at a minimum: Intensive, Intermediate, Long-Term, and Transitional/Halfway House.
- Sober house updates need to be at least once every 7 days.
- The Access Line uses this website all the time to assist and connect clients to services.
- The date and time stamp on the website indicates the most recent update and this information is valuable when checking bed availability for these levels of care.
- If you have no beds available or you have to close admissions at any point, you should put zero available for your program on the website.

If you need to make any changes to the website or have any questions, contact Julienne Giard at Julienne.Giard@ct.gov or (860) 418-6946.

DMHAS Substance Use Services Access Line 1-800-563-4086

We wanted to provide a description of the DMHAS Substance Use Services Access Line, it's current protocols. It is still operating during this crisis. The 24/7 Access Line, operated by Wheeler Clinic and funded by Connecticut's Department of Mental Health and Addiction Services (DMHAS) facilitates access to substance use services for Connecticut residents. There are currently two agencies funded by DMHAS to provide the transportation to these services: Intercommunity, Inc., which provides transportation across the Northern part of the State, and Columbus House (Road to Recovery) which provides transportation across the Southern part of the State. Priority focus for the transportation services is to the Detox level of care, and to an available bed in the area closest to the individuals' pick up location. Transportation is provided to the closest location to ensure safety, and mitigate risk for medical complications during transport. Additional service connections facilitated by Access Line include:

*Referrals to:

- Walk-in Assessment Centers
- Medication-Assisted Treatment (MAT)
- Residential Rehab Facilities
- Education regarding risk-reduction strategies and promotion of access to Narcan

Access Line's role with detox facilities:

- Regularly check the DMHAS SA Bed Website, and routinely call detox facilities to assess bed availability in order to facilitate immediate access for callers and to call back those already waiting for a Detox bed.
- Complete a brief screening of the caller which includes current use and type of drugs, last use, withdrawal symptoms, medical/psychiatric concerns and suicidal ideation.
- When a bed becomes available, Access Line conducts a 3-way conference call with the detox facility to complete the screening.
- Coordinate transportation when a detox bed has been secured and confirmed by facility.
- Answer questions for providers and family members about levels of care as well as process of finding facilities.

Access Line transportation guidelines:

Access Line does provide:	Access Line does not provide:
<ul style="list-style-type: none">*Transportation from home, hospital or community location to detox*Transportation from detox to home, if detox was completed and transportation to detox was provided by Access Line*Transportation from detox to residential rehab if set up one business day prior by 3pm*Transportation from recovery house to detox*Transportation from residential rehab to residential rehab if set up one business day prior by 3pm*Transportation from hospital inpatient to residential rehab if set up one business day prior by 3pm	<ul style="list-style-type: none">*Transportation from detox to home if detox was not completed*Transportation from detox to home if Access Line did not transport to detox*Transportation to or from MAT or Outpatient levels of care*Transportation from residential rehab to home

If you have questions about the Access Line, please contact Sherry Marconi at sherry.marconi@ct.gov.

Important Information Regarding VEYO’s Commitment to Health and Safety

This memo includes an attachment related to the Health and Safety Procedures for VEYO, the Department of Social Services transportation contractor. I encourage you to review this and distribute to staff as appropriate.

ASAM Web Resources for Substance Abuse Providers

The link below is to an excellent COVID-19 resource developed by the American Society of Addiction Medicine (ASAM). The link has a number of resource areas with information relevant to outpatient and residential providers. Two areas that may be especially useful pertain to Infection Mitigation in Outpatient Settings and a an area addressing Infection Mitigation in Residential Treatment Facilities. The resources include information on screening, triaging and managing patients who screen positive while also ensuring that we are protecting and monitoring staff. I encourage you to add this to your COVID-19 resources. The ASAM link is <https://www.asam.org/Quality-Science/covid-19-coronavirus>

National Council Resources for Behavioral Health Providers

The National Council for Behavioral Health (NCBH) has a similar web resource that includes information relevant to mental health residential providers. This resource addresses similar issues to those included in ASAM’s resources but may be more useful to mental health residential providers. That link is https://www.thenationalcouncil.org/wp-content/uploads/2020/03/NCBH_COVID19_Guidance_for_BH_Facilities.pdf?dof=375ateTbd56

The work you and your staff continue to do on behalf of the individuals we serve is invaluable. It is clear that difficult days lie ahead of us but we will manage this together. We are here to support you in any way possible. If you have any questions or concerns, please feel free to reach out to me at Miriam.Delphin-Rittmon@ct.gov or Deputy Commissioner Nancy Navarretta via email at Nancy.Navarretta@ct.gov.