

# Coronavirus Telehealth Application

## Instructions

### Application Instructions

**Be sure to read the request for applications carefully before beginning your application. Required fields and attachment uploads are marked with \*.**

**You may save your in-progress application at any time and return to it later using the link you will receive in an automated e-mail.**

**Should you have questions, click on Contact Us to the right of the purple tabs above or send an e-mail to [mataccesspoints@shfcenter.org](mailto:mataccesspoints@shfcenter.org).**

## Applicant Information

### Applicant Information

**Organization Name**

*Enter the organization's legal name.*

County of Mendocino

**Site Name**

*Enter the name of the site or location.*

Behavioral Health and Recovery Services

**Address**

1120 S. Dora St.

**City**

Ukiah

**State      Zip Code**

CA              95482

**County of Organization's Primary Location**

Mendocino

**Tax ID Number**

94-6000520

**Phone**

7074722388

**Website (URL)**

*Optional*

**DUNS #**

*If organization has a DUNS #.*

**SAM Expiration Date**

*If organization is registered in the SAM system, enter the registration expiration date.*

**Congressional District**

*Enter the Congressional District of the applicant organization's primary location.*

Jared Huffman District 2

**Congressional District(s) Service Area**

*Enter the Congressional district(s) where the organization's beneficiaries live.*

Jared Huffman District 2

**CEO / Director**

**Prefix      First Name**

Dr.          Jenine

**Last Name**

Miller

**Title**

Behavioral Health Director

**E-mail**

millerje@mendocinocounty.org

**Office Phone**

(707) 472-2341

**Extension**

**Application Contact (for questions related to this proposal)**

No **Check here if same as CEO/Director**

**Prefix      First Name**

Mrs.          Joy

**Last Name**

Beeler

**Title**

Acting Staff Services Administrator

**E-mail**

beelerj@mendocinocounty.org

**Office Phone**

(707)4722388

**Extension**

## Project Information

### Project Information

**Project Name**

*10 words maximum*

CDHCS Telehealth Refresh and Expansion Project

**Brief Summary and Purpose of Project**

*Generally list outcomes at beginning, how/through what they will be achieved, and any area/population specifics. They begin with "To..."*

*(300 words maximum)*

The COVID-19 pandemic impacted the entire Mendocino County mental health system, resulting in the immediate need for Behavioral Health and Recovery Services (BHRS) Substance Use Disorders Treatment (SUDT) to adapt alternatives for providing SUDT services to consumers including the limited expansion of telehealth. This limited expansion highlighted the need for additional software and equipment necessary to provide telehealth services throughout the entire County.

The grant award will increase our current telehealth service capacity to improve services to individuals accessing SUDT by purchasing tele-carts equipped with web cameras, audio capacity, and HIPAA compliance along with expanded and updated provider equipment needs. These will be used in our groups for hybrid in-person/zoom meetings and in our front lobbies for those coming into our Willits, Ukiah, and Fort Bragg offices in need of assistance.

SUDT serves areas with high unmet needs regarding the management of the opioid crisis and provision of mental health services. The grant funds will help develop our telehealth infrastructure further to provide improved and extended access to care for patients and more distance learning opportunities for employees to learn how to use telehealth equipment and hone their communication, diagnostic and care management skills delivered through technology.

Added telehealth infrastructure will allow both for service providers to increase telehealth capacity between the client and providers as well as to increase the provider's capacity to support connecting clients via telehealth to additional health care service deliveries, which due to geographical, cultural/gov't distrust, and infrastructural barriers the individuals in these settings have not been able to readily access without transportation support which is time-consuming, expensive, and inefficient.

This project will link SUDT Counselors to patients virtually, provide access to behavioral/mental health services for marginalized populations, and supply resources to address the opioid epidemic and onsite access to distance learning for SUDT providers.

**Total Amount Requested**

*Up to \$100,000.00*

99594.00

**Project Start Date**

10/1/2021

**Project End Date**

*Organizations may expend funds until September 30, 2022.*

9/30/2022

**Opportunity Applying For**

*Please indicate which opportunity you are applying under:*

SUD Telehealth Activities

### Project Geography

**Geography**

*Please indicate which County your site is located.*

Mendocino (100%)

**Please check below if you serve patients in rural areas.**

Serving patients in rural areas

**Population to be Served****Focus Populations (Classifications)**

*Please select all the populations served.*

Adults with serious emotional disturbance (SED)

Adults with Serious Mental Illness (SMI)

Adults with SUD

Youth with serious emotional disturbances (SED)

Youth with Serious Mental Illness (SMI)

Youth with SUD

**Focus Populations (Race/Ethnicity)**

*For the racial and ethnic populations that will be affected, provide your best estimate of the percentage of the total people of each population (Total must add up to 100.)*

African-American/Black (1%)

Asian-American/API (3%)

Latino/Hispanic (26%)

Native American (6%)

White (64%)

**Other Populations**

*If you selected "Other" above, please specify.*

**Project Narrative****Project Narrative Questions****Need**

*Please briefly describe the need to improve your facility's telehealth infrastructure; especially as it relates to the impact of, and recovery from, COVID-19. Please include a description of your facility's existing telehealth infrastructure and capacity to provide telehealth services.*

*(300 word maximum)*

The expansion of telehealth in Mendocino County during the COVID-19 pandemic was critical to our population. With first-round funding, SUDT incorporated limited information and communication technology, including implementing a new electronic health records (EHR) system, which was already in process yet we continue to lack the funding for critical components such as signature pads, implementation of HIPPA and CFR 42 virtual platform, streaming media for groups, and video conferencing, to document protected health information and provide SUDT services.

There is increasing evidence of a mounting surge in mental and behavioral health care needs because of the pandemic in Mendocino County. CDPH data shows that Mendocino County's age-adjusted death rate due to suicide is 21.3%, compared with the statewide rate of 10.4%. The county's age-adjusted drug and the opioid-involved death rate is 30.2%, compared with California's rate of 11.9% and the national rate of 20.7%. By October 2020 we exceeded 2019's number of

deaths by suicide, with a projected 50% increase in the total deaths by suicide at the end of year.

Pandemic precautions contribute to risk factors: increased isolation, decreased contact with support systems, multiple losses (employment, income, loved ones), a sense of hopelessness, and helplessness. While our initial telehealth grant opportunity strengthened our primary operations' ability to provide telehealth, this expansion of equipment will allow for increased hybrid services to connect with those clients that continue to struggle with distance as a barrier to treatment services.

In rural communities, many individuals face a lack of privacy or anonymity and could be more easily identified when seeking SUDT than individuals living in non-rural areas. This might lead to a resistance to seek face-to-face treatment or services. We will address this issue by providing expanded services through videoconferencing, allowing the individual to remain in a space where they are comfortable.

### **Desired Outcomes**

*Please describe your organization's desired outcome of improving your telehealth infrastructure. (300 word maximum)*

We plan to institute a fully functioning telehealth program to effectively provide SUDT services remotely. Establishing and strengthening our telehealth infrastructure is an essential step towards building greater health equity across the county.

By providing long-distance patient contact, care, advice, reminders, education, intervention, and monitoring, we can reduce the financial impact on patients, as well as their families and caregivers. A reduction in patient travel miles provides a valuable financial benefit by eliminating travel costs and alleviating potential childcare expenditures or conflicts with employment when relevant. Furthermore, it will reduce the time between provider requests for a consult and receipt of the consultation. This enables a more rapid response to people living with severe mental illness (SMI) in need of early interventions to prevent mental health deterioration or relapse.

The expansion of user-friendly technologies facilitates providers' ability to utilize telehealth resources, which increases patient and staff satisfaction. Additionally, it will increase provider distance-learning opportunities and allow for more collaborative meetings and presentations between practitioners. Further, it will streamline online information, health data management and healthcare system integration, providing a more rapid and comprehensive service response. This critical telehealth expansion is crucial for Mendocino County to bridge multiple service gaps and fundamentally improve county residents' health equity. It reduces the impediments to access inherent in low-income rural communities, such as inadequate or non-existent transportation, the burden of infrequent, inconsistent, and lengthy rural travel for people experiencing mobility issues, acute limitations on financial resources, and, significantly, the severe lack of rural staffing resources that often restrict access to care. Vital telehealth funding will allow SUDT to enact positive health transformations throughout our underserved and marginalized populations countywide.

### **Population Served**

*Please describe how your organization will utilize this funding to serve individuals with health disparities, including those living in rural areas. (200 word maximum)*

Mendocino County covers a geographically expansive rural area comprising interior mountainous terrain and isolated coastal areas, resulting in challenging accessibility limitations. The county's rural population has a higher percentage of residents living in poverty than the statewide rate, and the median income is lower than the statewide average. There are many unincorporated communities with limited access to services and nine federally recognized Native American Rancherias within Mendocino County.

A high rate of our residents live in high poverty areas with 19.1% of county residents living in poverty, compared with 13% statewide, and 10.5% nationwide. Expanding telehealth services would enable a superior level of service options for these populations than what SUDT presently provides.

In addition, close to one-quarter of the county population is Latino, many of whom prefer or require

Spanish when receiving healthcare and interpretation services are crucial for their accessibility. Expanding telehealth infrastructure and services will allow SUDT to reach these marginalized populations by providing more virtual clinics, broadening virtual options for group meetings, expanding interpretation services for clients in-person and virtually, as well as provide distance learning opportunities for staff to train and become competent in telehealth communication, diagnostic and care management technologies

### Assurances

Yes **The applicant organization has a current contract with the county Behavioral Health entity.**  
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### Attachments

#### Proposed Budget - up to \$100,000.00

##### Proposed Itemized Budget

*Applicants must use the provided budget template. Download the budget template form here. Upload the budget in Excel format.*

MAT\_Telehealth\_Applicant\_Budget - SUD.xls

##### Proposed Corresponding Budget Narrative

*Applications must include the type and quantity of budgeted telehealth equipment. Download the budget narrative form here.*

*Upload your budget narrative in word or PDF format.*

MAT Telehealth Applicant Budget Justification SUD.doc

#### Eligible License and/or Certification

##### Copy of eligible license and/or certification

*Upload a copy of eligible license and/or certification.*

DHCS OPT Ukiah Certification exp 10-31-2021.pdf

#### County Behavioral Health Department Contract

##### Copy of County Behavioral Health Department contract

*Please do not attach the entire contract – front page/signature page is sufficient (please only include the pages that allow reviewers to confirm a current contract is in place).*

*Upload a copy of your County Behavioral Health Department contract in PDF format.*

BHRS Statement Letter MAT Telehealth.pdf

#### W-9

##### Applicant Organization's Form W-9

*Upload the applicant organization's form W-9 in PDF format.*

