



## **Bi** Weekly Bulletin for April 2, 2020

In light of the rapidly evolving situation and the overwhelming amount of relevant news coverage - this publication will be provided weekly for the next 2 months.

### **MEMBER NEWS**

#### **HHS Launches Statewide COVID-19 Mental Health Support Line**

Operated by the **Harris Center for Mental Health and IDD**, the support line offers trauma-informed support and psychological first aid to those experiencing stress and anxiety related to COVID-19. Counseling services are confidential and free of charge to people who call the hotline.

<https://hhs.texas.gov/about-hhs/communications-events/news/2020/03/hhs-launches-statewide-covid-19-mental-health-support-line>

#### **AA meetings, addiction counseling move online as social-distancing guidelines limit group gatherings**

**Sound**, a provider of mental health services and outpatient addiction treatment in King County, Washington, has seen a 90% to 100% increase in the number of people reaching out for help since the COVID-19 outbreak began, according to Steve McLean, a Sound spokesperson. Sound serves 26,000 clients a year, many of them low-income, and has 17 locations.

<https://www.cnbc.com/2020/03/30/aa-meetings-addiction-counseling-move-online-amid-coronavirus-outbreak.html>

#### **Mental health care in Colorado has gone virtual thanks to coronavirus**

**Mental Health Center of Denver** set up virtual, privacy-compliant therapy for its 600 clinicians in about one day using Microsoft Teams for the therapy appointments.

<https://coloradosun.com/2020/03/30/mental-health-during-coronavirus-outbreak/>

#### **Taking care of your mental health during the COVID-19 pandemic**

The first thing people should know is, what they are experiencing is normal, but if the feelings become too much for you to deal with on your own, there is help available from **Meridian Behavioral Healthcare**.

[https://mycbs4.com/news/coronavirus/taking-care-of-your-mental-health-during-the-covid-19-pandemic?fbclid=IwAR2VZ7o4A37zWfqIFXprqH-fiC8qEjGrQgLIjQHJW666S5IsIpcL4\\_blvq](https://mycbs4.com/news/coronavirus/taking-care-of-your-mental-health-during-the-covid-19-pandemic?fbclid=IwAR2VZ7o4A37zWfqIFXprqH-fiC8qEjGrQgLIjQHJW666S5IsIpcL4_blvq)

#### **Compass Health Shares COVID-19 Safety Resources with Community**

While working with Mental Health Corporations of America (MHCA), and realizing the impact shared resources could have for behavioral health providers across the country, Compass Health decided to make them available to everyone. These free, downloadable templates ensure that small businesses, nonprofits and others have access to helpful tools to reinforce safety and strong communication with the communities they serve.

<https://finance.yahoo.com/news/compass-health-shares-covid-19-213500566.html>

## RiverValley Behavioral Health crisis line calls up 40%

RVBH's crisis hotline is getting calls from people who never had prior mental health issues, Phelps said. Also, there's been an increase in calls from people who had control of their mental health problems, but no longer feel they do.

[https://www.messenger-inquirer.com/news/rivervalley-behavioral-health-crisis-line-calls-up/article\\_cd6517f4-94ff-5c30-a602-34f7a89e49e5.html?fbclid=IwAR2nr8J\\_XWz7zRx7f-0RiSkOdJ7SfUP7p4Pm9JzJowyNWpQ0Arj0f5CJTl](https://www.messenger-inquirer.com/news/rivervalley-behavioral-health-crisis-line-calls-up/article_cd6517f4-94ff-5c30-a602-34f7a89e49e5.html?fbclid=IwAR2nr8J_XWz7zRx7f-0RiSkOdJ7SfUP7p4Pm9JzJowyNWpQ0Arj0f5CJTl)

## Lakeview's mental health advice during pandemic is to focus on what you can control

Dr. David Josephs, clinical director of Baptist Health Care's **Lakeview Center**, said the major factor driving most folks' stress is uncertainty. The best things people can do in these times is to focus on the things they can control: to wash their hands and cover their coughs, to distance themselves physically but not socially, to make time for physical exercise and to do the other things we know keep us healthy and happy.

<https://www.pnj.com/story/news/2020/03/30/coronavirus-florida-pensacola-lakeview-center-braces-mental-health-impacts/2926815001/>

## Bloomington health center gets federal funds to assist with battle against coronavirus

**Chestnut Health Systems Inc.** in Bloomington is among the 45 Illinois recipients of emergency funding from the U.S. Department of Health and Human Services.

[https://www.pantagraph.com/lifestyles/health-med-fit/bloomington-health-center-gets-federal-funds-to-assist-with-battle/article\\_8254a7a0-3b93-570e-8843-74ad89286a15.html](https://www.pantagraph.com/lifestyles/health-med-fit/bloomington-health-center-gets-federal-funds-to-assist-with-battle/article_8254a7a0-3b93-570e-8843-74ad89286a15.html)

## Relapse Risk To Recovering Addicts Rises As Coronavirus Isolation Continues

Mollenhauer said a typical recovery program is premised on the idea of social support. The key to maintaining critical connections during social distancing is to make more services available through phone and video-conferencing platforms. Mollenhauer estimates that in response to coronavirus restrictions, 80-85% of **Chestnut Health Systems'** outpatient services are now being performed remotely. This shift allows existing clients to continue treatment – including group therapy – and offers new clients the opportunity to be screened over the phone.

<https://www.wglt.org/post/relapse-risk-recovering-addicts-rises-coronavirus-isolation-continues#stream/0>

## Maintaining a Routine with Dr. Lacey Edwards

Dr. Lacey Edwards of AspenPointe provides an update around COVID-19 as part of the El Paso County Public Health Press Conference. Tips include how to establish routine, continue to be calm, and managing stress and anxiety. (VIDEO)

[https://www.youtube.com/watch?v=WfxQ8MANU7E&feature=youtu.be&fbclid=IwAR0OjWqDjHMDnk1Cd4rs\\_SWpfJmnnnINMwocRyAWfZPsH6Zh3ITVs\\_QTNtg](https://www.youtube.com/watch?v=WfxQ8MANU7E&feature=youtu.be&fbclid=IwAR0OjWqDjHMDnk1Cd4rs_SWpfJmnnnINMwocRyAWfZPsH6Zh3ITVs_QTNtg)

## Experts advise to stay calm amid coronavirus outbreak

"With anything with a lot of uncertainty that feels new and threatening, it's normal for your anxiety to peak. But we have to make sure it doesn't become too overwhelming," Dr. Lacey Edwards, Psy.D. with **AspenPointe** said.

[https://www.fox21news.com/health/coronavirus/experts-advise-is-to-stay-calm-amid-coronavirus-outbreak/?fbclid=IwAR3B-Z5Ju5DQo2w9ue7jur\\_-FkiHeZe-PPcNjjjGWeeyDmCW44RqsUOkgl](https://www.fox21news.com/health/coronavirus/experts-advise-is-to-stay-calm-amid-coronavirus-outbreak/?fbclid=IwAR3B-Z5Ju5DQo2w9ue7jur_-FkiHeZe-PPcNjjjGWeeyDmCW44RqsUOkgl)

## CrossWinds offers services over telephone, televideo

CrossWinds is dedicated to ensuring its service area continues to have access to timely behavioral health services 24 hours a day, seven days a week.

[http://www.emporiagazette.com/free/article\\_50612a8c-7298-11ea-a992-fb0a1ade09f6.html](http://www.emporiagazette.com/free/article_50612a8c-7298-11ea-a992-fb0a1ade09f6.html)

### **County notes mental health resources**

Both **Chestnut** and **Centerstone** are prepared to offer specialized services that safeguards health by allowing individuals to seek help in the safety of their own home through telehealth or virtual technology. If there is an immediate crisis both agencies have 24 hour/7 days a week crisis lines and response services.

<https://www.thetelegraph.com/news/article/County-notes-mental-health-resources-15167242.php>

### **Four Rivers Behavioral Health helping clients while maintaining social distancing**

Leah Fondaw, a mental health clinician and the site administrator of adult services at Four Rivers, said they've been using Zoom, a service that allows them to hold video-conferencing appointments simply by sending an email invite to clients.

[https://www.wpsdlocal6.com/news/four-rivers-behavioral-health-helping-clients-while-maintaining-social-distancing/article\\_b1903384-73b0-11ea-92ad-1b932aa3049b.html](https://www.wpsdlocal6.com/news/four-rivers-behavioral-health-helping-clients-while-maintaining-social-distancing/article_b1903384-73b0-11ea-92ad-1b932aa3049b.html)

## **INDUSTRY NEWS**

### **'ANIMAL CROSSING: NEW HORIZONS' IS GREAT FOR YOUR MENTAL HEALTH THROUGH COVID-19, PROFESSIONALS SAY**

Pretty much immediately, players started to rejoice at the game's "therapeutic" qualities, which seem to be helping many people tune out the COVID-19 news and retreat to a much happier, safer island of their own design. And according to some mental health professionals, diving into the game is a great idea because of its loose narrative and slow-paced activities that can be compared to mindfulness.

<https://www.newsweek.com/animal-crossing-new-horizons-great-your-mental-health-through-covid-19-professionals-say-1494525>

## **BUSINESS NEWS & LEADERSHIP ARTICLES**

### **Leading ourselves: Key questions in the time of coronavirus**

Three key questions can help cultivate calm, positive energy and help us bring our best selves to the many demands we are facing. They are simple and actionable, but not necessarily easy.

[https://www.smartbrief.com/original/2020/03/leading-ourselves-key-questions-time-coronavirus?utm\\_source=brief](https://www.smartbrief.com/original/2020/03/leading-ourselves-key-questions-time-coronavirus?utm_source=brief)

### **THE REVENUE CYCLE AND COVID-19: 3 ISSUES, 3 RESPONSES**

No two revenue cycles are the same and no two will react to the COVID-19 crisis in exactly the same way, but there are some commonalities and strategies that revenue cycles can learn from each other as they navigate this unprecedented event.

<https://www.healthleadersmedia.com/finance/revenue-cycle-and-covid-19-3-issues-3-responses>

### **COVID-19: Implications for business**

The coronavirus outbreak is first and foremost a human tragedy, affecting hundreds of thousands of people. It is also having a growing impact on the global economy. This article is intended to provide business leaders with a perspective on the

evolving situation and implications for their companies.

<https://www.mckinsey.com/business-functions/risk/our-insights/covid-19-implications-for-business?cid=other-empl-ttn-mip-mck&hikid=73fffa2b8c3248c98c6515351ac9bcaa&hctky=9848910&hdpid=9f767981-d19c-4c4f-b56e-6dd4dd292110>

### **5 steps to take now that we're in crisis**

The pandemic-induced recession means leaders need to think about how they can control costs without losing the clients and employees they'll need to emerge from this crisis, writes James daSilva. "They need to hear from leaders -- especially CEOs and division heads -- what is happening, what they can do and what they shouldn't worry about," he writes.

[https://www.smartbrief.com/original/2020/03/recession-all-around-us-what-now?utm\\_source=brief](https://www.smartbrief.com/original/2020/03/recession-all-around-us-what-now?utm_source=brief)

### **Five Management Practices that Will Change Forever**

Of all the human-made obstacles, old-line management approaches that no longer fit this era or environment must melt away quickly before they prolong our economic and human pain.

[https://www.smartbrief.com/original/2020/03/how-crisis-will-change-way-we-manage-forever?utm\\_source=brief](https://www.smartbrief.com/original/2020/03/how-crisis-will-change-way-we-manage-forever?utm_source=brief)

### **The Five Levels of Remote Work — and why you're probably at Level 2**

Let's be more intentional about how we work, show that we can be more productive away from the office, and earn the right to work from wherever we please more often.

<https://medium.com/swlh/the-five-levels-of-remote-work-and-why-youre-probably-at-level-2-ccaf05a25b9c>

### **Beware: Remote Working Tools May Be Ruining Your Productivity**

What leaders at these organizations and what a lot of the remote working ideas suddenly flooding the internet seem to forget, is that a tool is only as good as how you use it.

<https://medium.com/steveglaveski/your-remote-working-tools-are-making-you-less-productive-b2e07a130984>

*Past issues of this publication are available online at: <https://mhca.com/about-us/member-news>*

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