



# Community Supports Webinar Series: Sobering Centers Role in SUD Continuum of Care

November 15, 2023





## Health Plans We Support



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# Agenda

- Welcome and Introductions
- Learning Objectives
- Community Supports Overview - Sobering Centers
- Sobering Centers as part of SUD continuum of care
- Supporting Members with SUD
- Introduction of Scenario
- Discussion with Community Supports Providers

# Welcome and Housekeeping



This webinar is being recorded



Attendance will be tracked via log-in



Send a message to the host if you cannot hear or see the slides



After the webinar you will get a copy of the PowerPoint and recording link



Participants are automatically MUTED. Please communicate via the chat



If we are unable to address your questions in today's webinar, we will address your questions in an upcoming forum

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# Welcome and Introductions

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**Nancy Wongvipat Kalev, MPH**  
**Senior Director, Systems of Care**

# Today's Presenter



**Flint Michels, RN, MBA, MHA**  
**Health Management Associates**

# Our Provider Speaker



**Leslie A. Matthews, M.S.**  
**Director of Crisis Receiving for**  
**Behavioral Health (CRBH) - SUD Program**  
**WellSpace Health**

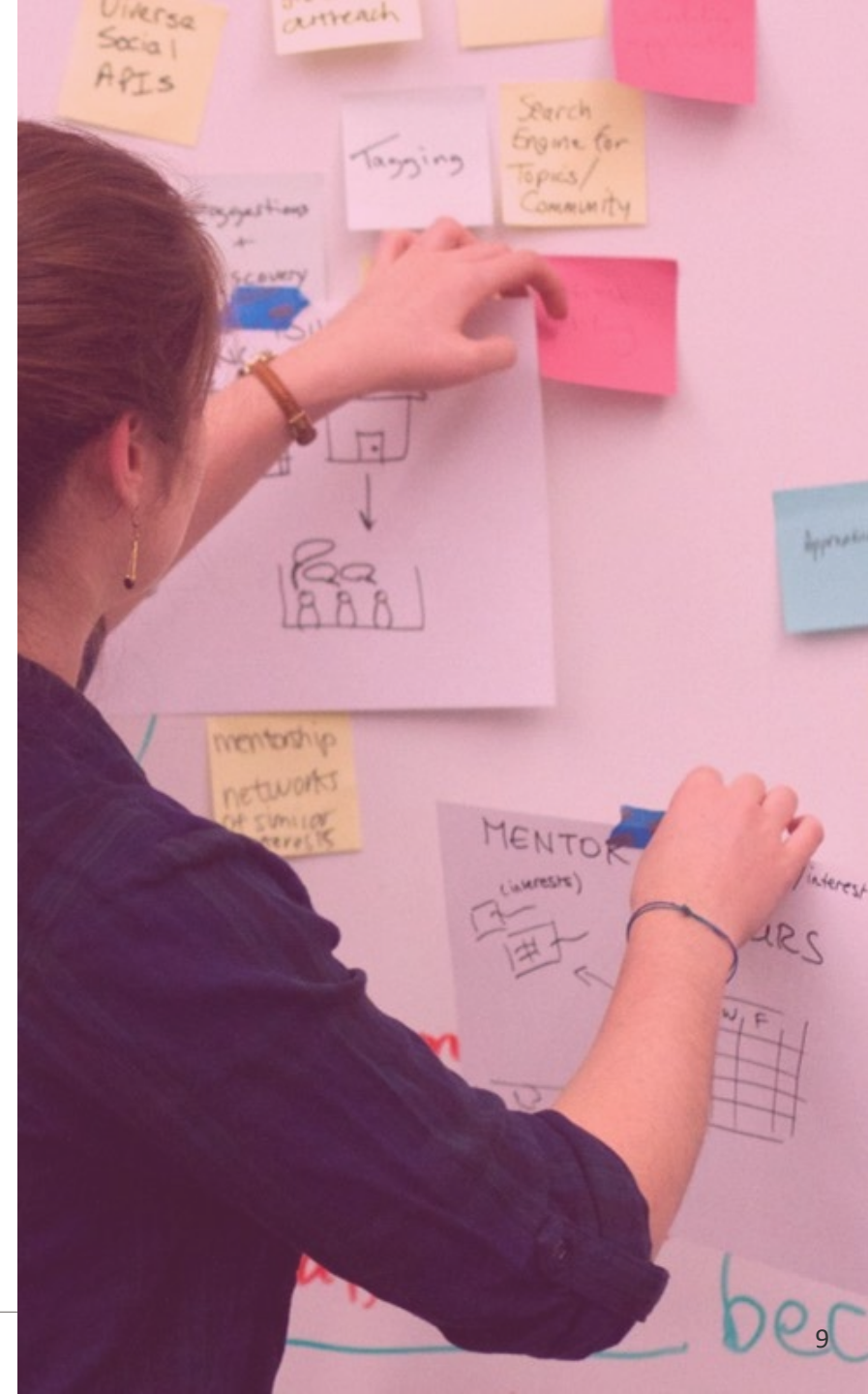
 Please say hello in the chat with your role and organization!



# Learning Objectives

- Describe the key purpose and value of the Sobering Centers Community Supports.
- Describe how Sobering Centers fit into the Substance Use Disorder continuum of care
- Describe how to support members with Substance Use Disorder

**On a scale of 1-10, how much do you know about the Sobering Centers Community Supports model? (1 being no knowledge and 10 having great depth of knowledge)**



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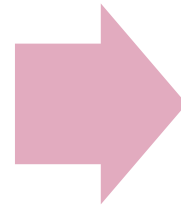
# CalAIM Community Supports: Sobering Centers

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# What is a sobering center?

## **Population of focus:**

- Individuals who are publicly intoxicated
- Individuals who would otherwise be transported to the emergency department or jail



**A Sobering Center provides a safe, supportive environment for these individuals to become sober.**

- Primarily for those who are homeless or have unstable living situations

# Sobering Centers



- When utilizing this service, **direct coordination with the county behavioral health agency is required** and warm hand-offs for additional behavioral health services are strongly encouraged.
- The service also includes **screening and linkage to ongoing supportive services** such as follow-up mental health and substance use disorder treatment and housing options, as appropriate.
- This service **requires partnership with law enforcement, emergency personnel, and outreach teams to identify and divert individuals** to Sobering Centers. Sobering centers must be prepared to identify Members with emergent physical health conditions and arrange transport to a hospital or appropriate source of medical care.
- The **services provided should utilize best practices** for Members who are experiencing homelessness and who have complex health and/or behavioral health conditions including Housing First, Harm Reduction, Progressive Engagement, Motivational Interviewing, and Trauma-Informed Care.

# Eligibility and Restrictions

## **Eligibility:**

- Individuals that are 18 years and older
- Individuals that are intoxicated but conscious, cooperative, able to walk, and nonviolent
- Individuals free from medical distress (including life threatening withdrawal symptoms or apparent underlying symptoms)
- Individuals that would otherwise be transported to the emergency department or jail or who presented at the ED and are appropriate to be diverted to a Sobering Center

## **Restrictions/Limitations:**

- This service is covered for a duration of less than 24 hours.
- One unit can be authorized with no continuous extensions.
- Services shall supplement, not replace, services received by Medi-Cal beneficiaries through other State, local, or federally funded programs

# Sobering Centers: Possible Services

Medical Triage

Lab Testing

Temporary Beds

Rehydration and  
Food Service

Treatment for  
Nausea

Wound and  
Dressing Changes

Shower and  
Laundry Facilities

Substance Use  
Education and  
Counseling

Navigation and  
Warm Hand-offs  
for Additional  
Services

# Referrals and Authorizations



- Authorization requests will be reviewed and authorized **retrospectively** by the plan's Utilization Management Department.
- Sobering Centers are designed to improve member health outcomes and behavioral health status. More information can be found on the Sobering Centers Authorization Guide: [https://www.healthnet.com/content/healthnet/en\\_us/providers/support/calaim-resources.html#forms.html](https://www.healthnet.com/content/healthnet/en_us/providers/support/calaim-resources.html#forms.html)

# Other Connected Supports

**PCHS – Personal Care and Homemaker Services** - provided for individuals who need assistance with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs).

**Respite Services for Caregivers** - provided to caregivers of Members who require intermittent temporary supervision. The services are provided on a short-term basis because of the absence or need for relief of those persons who normally care for and/or supervise them and are non-medical in nature. This service is distinct from medical respite/recuperative care and is rest for the caregiver only.



# Day Habilitation

**Day Habilitation programs are provided in a Member's home or an out-of-home, non-facility setting. The programs are designed to assist the Member in acquiring, retaining, and improving self-help, socialization, and adaptive skills necessary to reside successfully in the person's natural environment.**

Day Habilitation Programs may include assistance with, but not limited to, the following:

- Selecting and moving into a home;
- Locating and choosing suitable housemates;
- Locating household furnishings;
- Settling disputes with landlords;
- Managing personal financial affairs;
- Recruiting, screening, hiring, training, supervising, and dismissing personal attendants;
- Dealing with and responding appropriately to governmental agencies and personnel;
- Asserting civil and statutory rights through self-advocacy;
- Building and maintaining interpersonal relationships, including a circle of support;
- Coordination with Medi-Cal managed care plan to link Member to any Community Supports and/or enhanced care management services for which the Member may be eligible



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# Supporting Members with SUD

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**PARTNERSHIP**  
Do with and for,  
rather than to

**ACCEPTANCE**  
Affirming, acknowledging,  
empathizing, supporting  
autonomy

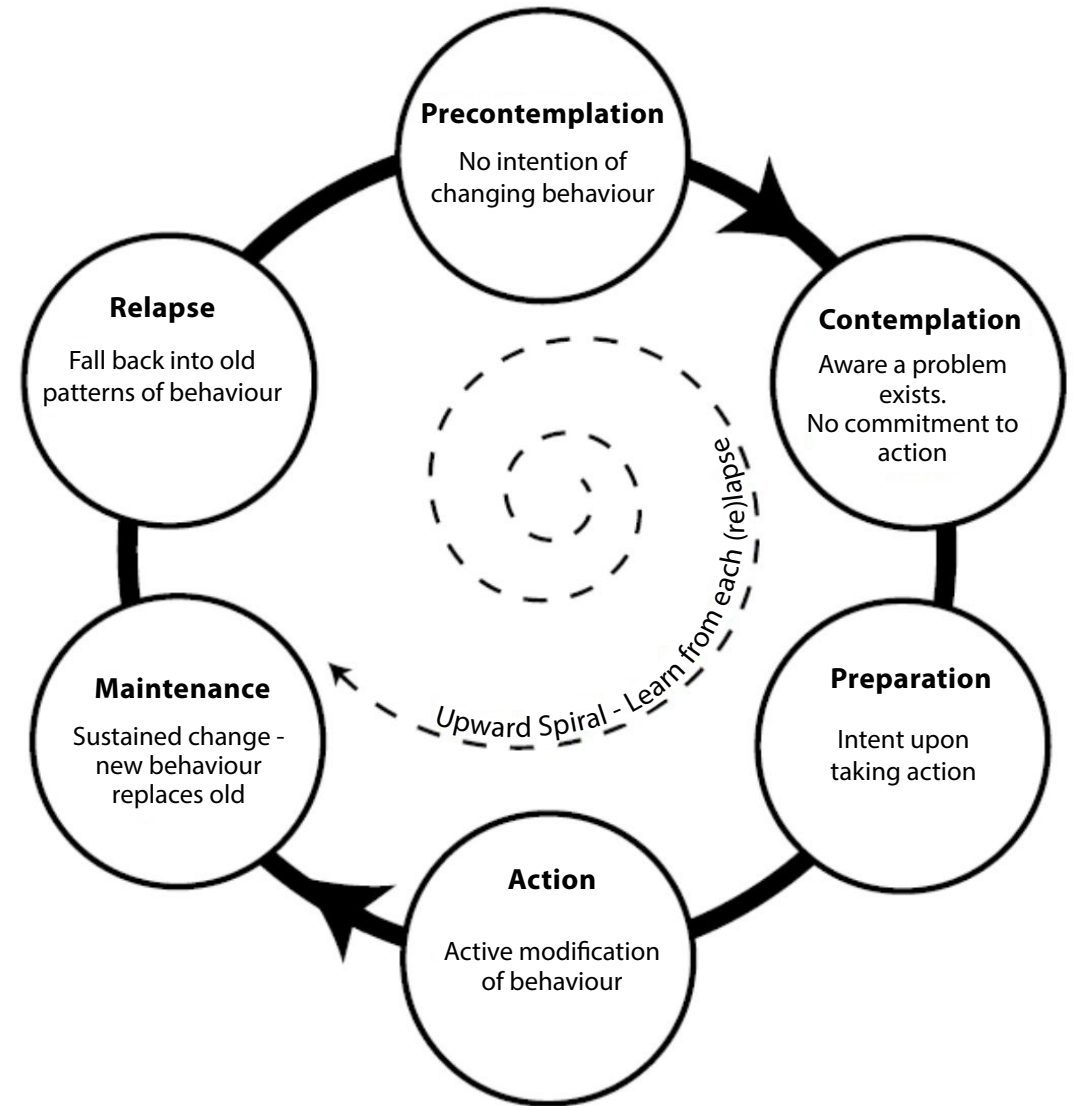
**EVOCATION**  
Exploration of priorities,  
concerns, strengths and  
resources, good ideas and  
wisdom

**COMPASSION**  
Understanding a  
person's pain

# Trauma Matters to Recovery



# Change happens in stages..



# Maintaining and Nurturing Hope

- Addiction recovery cannot move forward without hope
- Hope can orient the person and keep them committed to their recovery
- Hope can keep the person focused on the positive changes they are making
- Hope can keep the person committed to moving forward in a happy and healthy way
- Your hope can keep the person committed to self-care



# Provider Spotlight

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**Leslie A. Matthews (she/her/hers)**

**Director – Crisis Receiving for Behavioral Health (CRBH)**

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# WellSpace Health Mission Statement

*“Achieving regional health through high quality comprehensive care.”*





EVERYONE deserves  
to be seen.



# WellSpace health

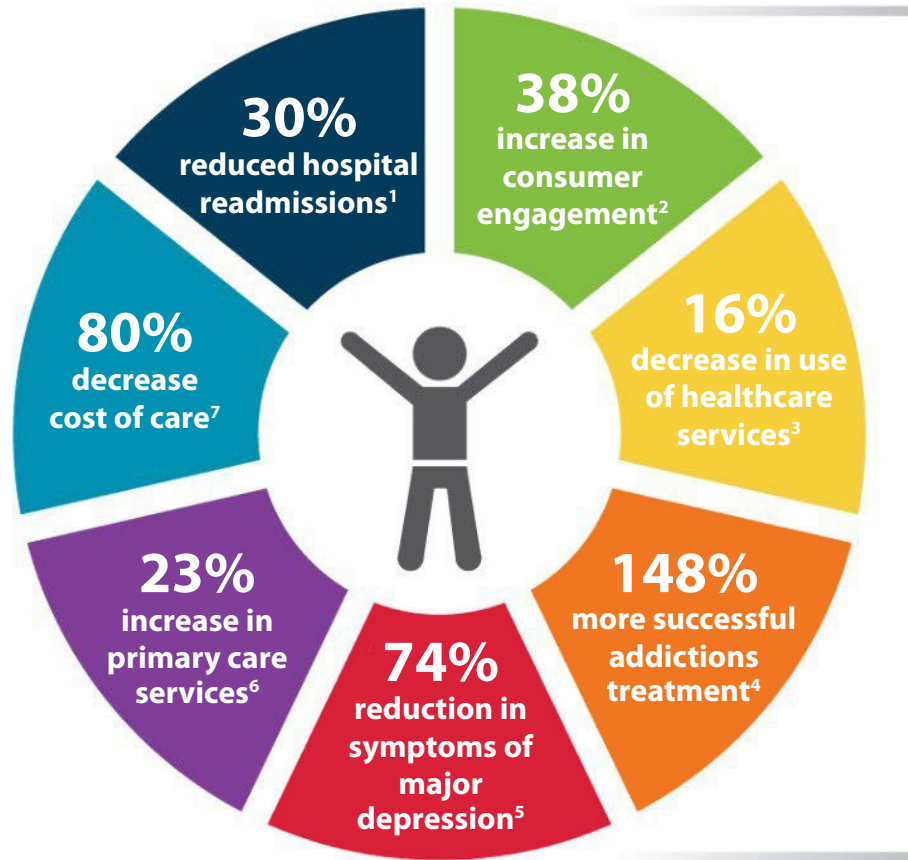
## Certified community behavioral health clinic

A Certified Community Behavioral Health Clinic model is designed to ensure access to coordinated comprehensive behavioral health care.

There are 19 Certified Community Behavioral Health Clinics in California (CCBHC).

CCBHCs must meet standards for the range of services they provide and they are required to get people into care quickly. An important feature of the CCBHC model is that it requires crisis services that are available 24 hours a day, 7 days a week. CCBHCs are required to provide a comprehensive array of behavioral health services so that people who need care don't have to piece together the behavioral health support they need across multiple providers. In addition, CCBHCs must provide care coordination to help people navigate behavioral health care, physical health care, social services, and the other systems they are involved in.

# 360° View → The Power of Whole-Person Care

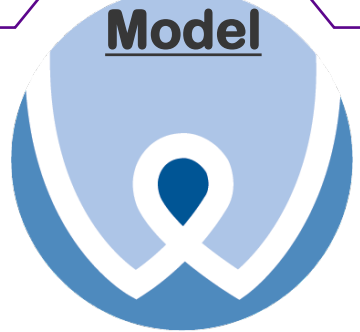


In any given year, there are approximately 34 million American adults with co-morbid mental and medical conditions. Coordinating care can improve clinical outcomes, increase care quality while reducing cost, and boost consumer satisfaction.

<sup>1</sup>Source: New York State Office of Mental Health, <sup>2</sup>Source: Primary Care Research in Substance Abuse and Mental Health for the Elderly (PRISM-E), <sup>3</sup>Source: Robert Wood Johnson Foundation, <sup>4</sup>Source: Primary Care Research in Substance Abuse and Mental Health for the Elderly (PRISM-E), <sup>5</sup>Source: American Psychological Association, <sup>6</sup>Source: Robert Wood Johnson Foundation, <sup>7</sup>Source: Robert Wood Johnson Foundation



# Integration of Care Model



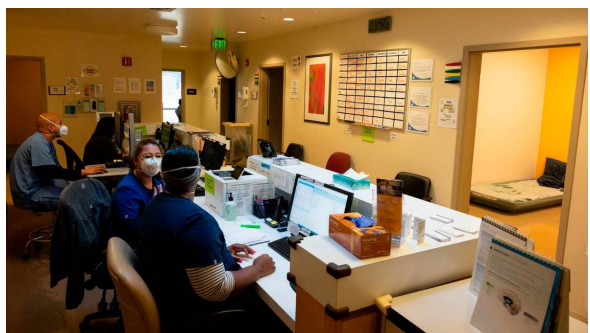
Primary  
Specialty Care  
IBH

Housing



*Gregory Bunker*  
Post Hospitalization  
+  
Recuperative Care

C.R.B.H.  
(Crisis Receiving Behavioral Health)  
Sobering Center



# Scenario – “Joan Smith”

Joan was brought in by Sac PD on June 8, 2023 due to public intoxication.

Joan is a 43-year-old Cauc female with a hx of EtOH with DT when withdrawing from MAMP, and THC. Patient reported chest pain upon evaluation at intake, but her BP was within normal range. Her Bp remained within normal range during each 2 hour nursing round. The patient reported a diagnosis of social anxiety and bipolar disorder; and no current medication management. SUD Counselor and Peer Resource Special enrolled patient in Medi-Cal. Then referred patient to ECM. ECM ensured medical care was provided, medication management and followed the patient to continue to support sobriety.

- Last visit to CRBH 8/27/23
- October 2023 patient called and stated sobriety >50 days and ECM assisted with housing navigation to Mather Housing.



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# Questions?

*if time allows*

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# ***THANK YOU!!!!*** ***Before You Go...***

Please Complete the Evaluation of Today's Session

**Once the webinar has concluded,  
the survey will pop-up in a  
separate browser.**

**Save the Date for next Webinar – December 13<sup>th</sup>, 2023!**

**The next Webinar content will be on Asthma Remediation and EAA!**

# Additional Resources



## Resources/Links

CS Policy Guide: <https://www.dhcs.ca.gov/Documents/MCQMD/DHCS-Community-Supports-Policy-Guide.pdf>

CalAIM for Providers:

[https://www.healthnet.com/content/healthnet/en\\_us/providers/support/calaim-resources.html](https://www.healthnet.com/content/healthnet/en_us/providers/support/calaim-resources.html)

CalAIM for Members:

[https://www.healthnet.com/content/healthnet/en\\_us/members/medical/calaim-resources.html](https://www.healthnet.com/content/healthnet/en_us/members/medical/calaim-resources.html)

Community Supports for Members:

<https://www.lacare.org/members/community-supports>

# Community Supports Available Statewide

Community Support Service	HealthNet & CalViva Health
Housing Transition/Navigation	✓
Housing Deposits	✓
Housing Tenancy & Sustaining Services*	✓
Short-Term Post-Hospitalization Housing	✓
Recuperative Care (Medical Respite)	✓
Day Habilitation Programs	✓
Nursing Facility Transition/ Diversion	✓
Community Transition Services/Nursing Facility Transition to a Home	✓
Personal Care and Homemaker Services	✓
Respite Services for Caregivers	✓
Environmental Accessibility Adaptations	✓
Medically Supportive Food/ Meals/ Medically Tailored Meals	✓
Sobering Centers	✓
Asthma Remediation	✓

# Glossary of Terms

- CS – Community Supports
  - DC - Discharge
  - EAA – Environmental Accessibility Adaptions
  - ECM – Enhanced Care Management
  - HHSS – Housing Support Services
  - MCP – Managed Care Plan (Health Plan)
  - PCP – Primary Care Provider
  - STPHH – Short Term Post-Hospitalization Housing
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