State Response in Michigan: COVID-19

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A Snapshot of Michigan during COVID-19 Pandemic, to date

TELEMEDICINE VISITS FOR FEE-FOR-SERVICE, INTEGRATED CARE ORGANIZATION, AND MANAGED CARE BENEFICIARIES
JANUARY 2020 - AUGUST 2020

Unique Telemedicine Visits
Unique Beneficiaries with Telemedicine Visits

Graph showing telemedicine visits from January 2020 to August 2020.
Challenges

• Local clinical and program staff were moved out of offices to work virtually within 1-2 weeks of the Governor’s Executive Order.
  • Working virtually impacted staff’s having access to support from supervisory/administrative staff and colleagues

• Challenge to ensuring privacy, engagement and access when multiple children and/or family members in the household are in need of mental health services and supports. Need to ensure HIPAA compliant platforms.

• Families lacked equitable access to internet and technology
  • Funding to support access to internet/technology needs to be addressed to ensure children, youth and families have access to tele-mental health services
Early childhood professionals provide services that help parents and very young children navigate their new and sometimes challenging relationships; with the goal of secure attachment and healthy social emotional development for a lifetime of optimal mental and behavioral health.

**Challenges**

**Virtually all of the providers were concerned**

About their own **health and safety**, that of their own families, and of the families they serve upon returning to home-based services.

About the ongoing **trauma needs** of families.

About the ongoing **basic and financial needs** of families.

About the impact of **PPE/Masks** on attachment and therapeutic relationships in services provision with infants and toddlers.

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Positive Solutions

• Evidence Based Practice Models' Training and Technical Assistance (consultation, coaching) moved quickly to online platforms including the Statewide Conference provided to over 300 practitioners.

• Offered webinars to trauma trained clinical staff regarding providing services during pandemic (understanding of providing the model via online platform) and encouraged self-care/mindfulness.

• Offered and provided trauma-focused, reflective technical assistance to communities hardest hit by COVID 19 (urban areas-Detroit, Wayne County Providers; Genesee County providers).

• State of Michigan supported staff needing family leave during pandemic to ensure they would be able attend to their family/children’s needs
Next steps for Michigan 2020 and beyond!

• Investment in equitable access to internet and technology for children, youth and families (meet mental health needs, meet educational needs, support employment, etc.)

• Post COVID-19 Telemedicine Policy (in draft) supports ongoing access to telemedicine services for health and behavioral health—will not allow for phone only

• Support to staff to ensure their provision of mental health services, including evidence-based models, via telemedicine platforms are provided fidelity, positive outcomes for children, families

• Clinical concern about integration of both telemedicine and face to face service provision