



Network Development and Patient Access

September 10, 2024

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Strategic and Network Development
Substance Abuse Prevention and Control





PRESENTATION OUTLINE

- **Announcements**
- **Payment Reform Capacity Building: Language Assistance**
- **AI-Impics**
- **Tuition Incentive Program**
- **Shatterproof**



Announcements:

- **Toolkits**
- **Provider Handbook Updates**



NOW AVAILABLE: SAPC PROVIDER MANUAL, BULLETINS AND FORMS WEBPAGE CULTURAL RESPONSIVENESS & LANGUAGE ASSISTANCE (CRLA) TAB

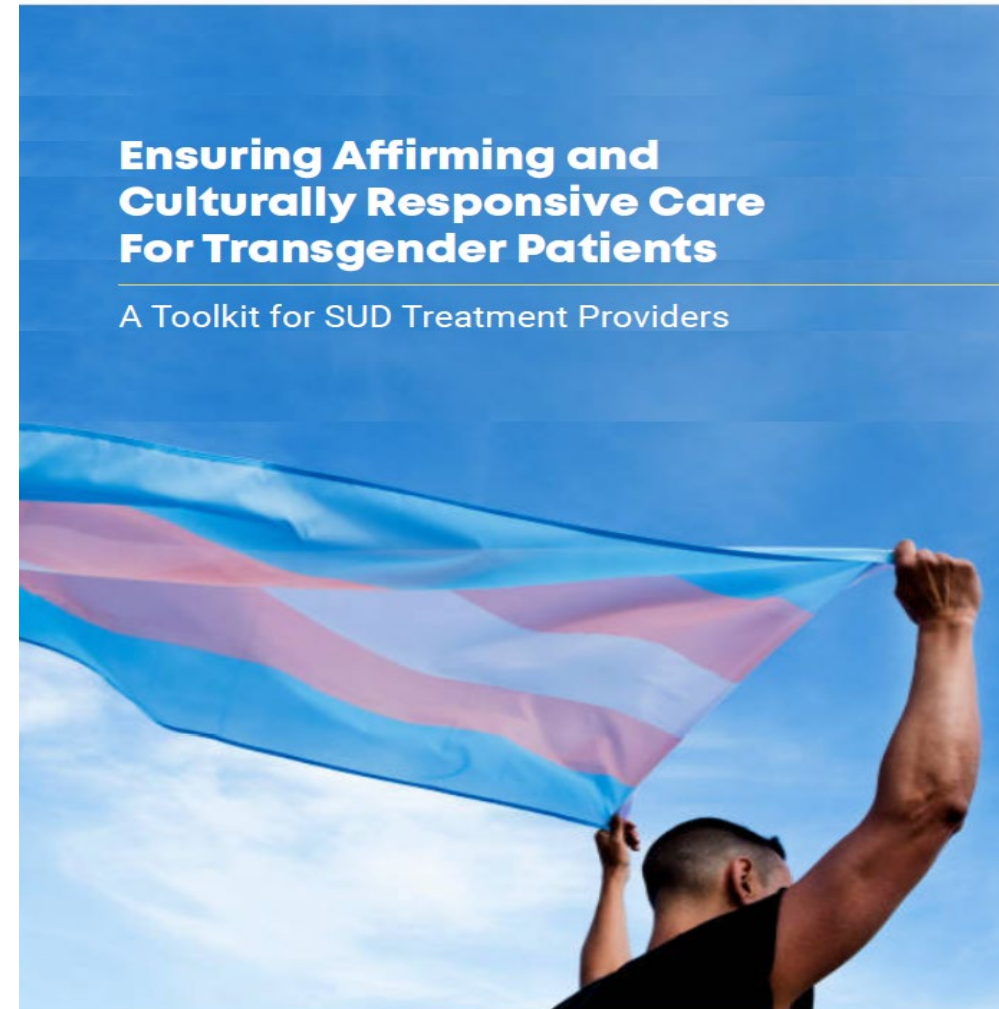
☰ ADA Toolkit Course



Creating Accessibility: An ADA Toolkit for SAPC Providers

Ensuring Affirming and Culturally Responsive Care For Transgender Patients

A Toolkit for SUD Treatment Providers



❖ **DHCS Behavioral Health Information Notice (upcoming)**

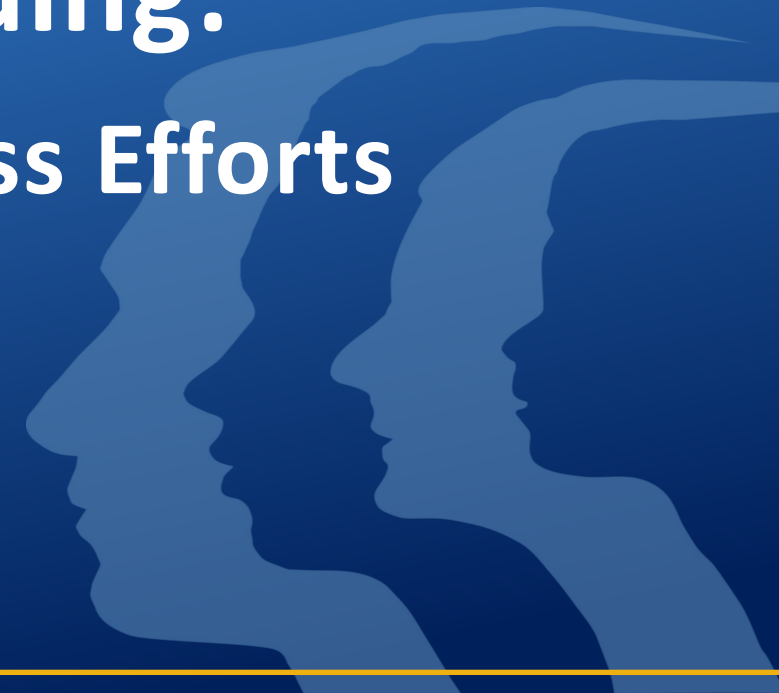
- **Updates Member (patient) Handbook**
 - **Integrates DMC ODS and Specialty Mental Health handbooks**
 - **May include Justice Involved Reentry as a service**
 - **Requires Providers to notify patients of changes**

❖ **Tentative Due Dates**

- **Providers notify existing patients of changes by December 02, 2024**
- **Integrated Handbook available by January 01, 2025**



Payment Reform Capacity Building: Improving Workforce Language Access Efforts



Payment Reform Capacity Building: Language Assistance



Description	#	Due Date	Max Units	Payment Per Unit	Fund Type
<u>Language Assistance</u>					
<u>Approved Language Implementation Plan (NEW)</u>	<u>1-I</u>	<u>3/31/2025</u>	<u>1</u>	<u>Tier 1 -\$30,000*</u>	<u>Start-Up</u>
				<u>Tier 2 -\$45,000*</u>	
				<u>Tier 3 -\$60,000*</u>	
<u>Bilingual Bonus for Certified Proficient Direct Service Staff (NEW)</u>	<u>1-J</u>	<u>3/31/2025</u>	<u># of direct service staff</u>	<u>SUD Counselor - \$100/mo</u>	<u>Deliverable</u> <u>(paid quarterly)</u>
				<u>LPHA - \$150/mo</u>	



IMPROVING WORKFORCE LANGUAGE ACCESS EFFORTS

Language Assistance Plan (1I)

SAPC-approved templated document that outlines agency processes to ensure equitable access to service for people who need language assistance services. It should include:

- Language Needs Assessment
- Staff Training Plan
- Policy & Procedures (incl. bilingual job descriptions)
- Monitoring

Language Access Components	Description	Dates
LAP Training – four sessions (Attendance at First Training Mandatory)	<ul style="list-style-type: none"> • Each trainings will focus on specific components of the LAP and how to ensure a useful living document. • Calendar Notifications Will Be Sent: 9/23/24 	10/17/24 11/21/24 12/19/24 1/14/25
Provider Deliverables:		
a. Language Access Worksheet and Invoice	<u>PREREQUISITE</u> – Submit approved completed survey and invoice. Survey Available at - https://bit.ly/LangAccess2024	9/15/24
b. Language Assistance Plan (LAP)	Templated narrative document that outlines agency processes to ensure equitable access to service for people who need language assistance services.	3/31/25
c. LAP Implementation Report	Report on at least two (2) LAP changes that were implemented	3/31/25
Technical Assistance	Assistance with developing, completing and implementing LAP.	Nov 2024-March 2025



IMPROVING WORKFORCE LANGUAGE ACCESS EFFORTS

Bilingual Bonus for Certified Proficient Direct Service Staff (1J)

Designed to support provider efforts to recruit/retain bilingual direct service staff and increase opportunities for language matching.

Prioritized Languages: American Sign Language, Spanish, and Chinese Languages.

Language Access Components	Description	Dates
Bilingual Bonus and Language Proficiency Testing Orientation (Attendance Mandatory)	Review the required documents and how to access Language Proficiency Exam portal.	10/1/24 2-3pm
Provider Deliverables:		
a. Language Access Worksheet AND Attestation	PREREQUISITE – Submit approved completed survey and attestation. https://bit.ly/LangAccess2024	9/15/24
b. Quarterly Bilingual Submission Form	<ul style="list-style-type: none"> SAPC developed template outlining provider use of bilingual bonus. Represents the CB invoice 	10/10/24 1/10/25
c. Supporting Documentation	General ledger, pay stub, etc. indicating that bilingual bonus was paid to staff	4/10/25 6/10/25
d. Proof of Language Proficiency	Certificate or other SAPC-approved documentation	
Language Proficiency Exams	SAPC-sponsored language proficiency examination. All staff MUST demonstrate proficiency. NO EXCEPTIONS	Beginning 10/1/24

Bilingual Bonus for Certified Proficient Direct Service Staff (1J) Eligibility:

Eligible Staff:

- **LPHA Direct Service Bilingual Staff** –licensed and licensed eligible psychologists, clinical social workers, marriage and family therapists, and clinical counseling practitioners.
- **SUD Counselor/Peer Direct Service Bilingual** – registered/certified SUD counselors and certified peer support specialists.
- All staff must be onboarded onto Sage PCNX.

Providers must ensure the following:

1. Site location interested and able to increase counseling services in at least one (1) non-English threshold language.
2. Staff will be able to provide direct services in at least one (1) identified non-English threshold language.
3. Staff **MUST** have evidence of oral language proficiency based on a standardized test at the level of Advanced (ILR 2+).
4. Submission of the Quarterly Bilingual Bonus Submission Form with supporting documentation by the 10th of the subsequent month. **DELAYS STRONGLY DISCOURAGED!**

SAPC-provided Language Proficiency Examinations:

- TransPerfect will offer standardized oral proficiency examinations to staff.
- Each participating provider **MUST** identify one (1) Proficiency Exam User to:
 - Instruct bilingual staff on how to use portal to take exam.
 - Track staff and results for those who take exam.
- Available at no cost to provider or bilingual staff beginning 10/1/2024.

Provider Proficiency Examinations:

- **MAY** be allowed with submission of the following:
 - (1) Name of exam provider, if applicable.
 - (2) Provider protocol for administering and approving bilingual bonus.
 - (3) Examination questions used (if not conducted by certified language exam vendor).
 - (4) Proficiency level that provider approves for bilingual bonus.
- **MUST** be submitted to sapc-cbi@ph.lacounty.gov by 10/1/24 (**NO EXTENSIONS OR EXCEPTIONS**) and approved by SAPC **BEFORE** submitting bilingual invoices.



BILINGUAL INVOICES

- Providers reimbursed **each quarter** for the number of direct service staff who has SAPC-approved evidence of language proficiency for the PRECEDING quarter.
- The bilingual bonus payment will be effective for the month in which the staff person has verified fluency in the language and will be effective until the end of this FY, or until the employee is no longer a direct service staff or no longer works for the organization.

Quarterly Submission Deadline	Payment Released	Quarter Covered
October 10 th	November 26 th	July-September 2024
January 10 th	February 26 th	October – December 2024
April 10 th	May 26 th	January – March 2025
June 30 th	July 26 th	April – June 2025

2024 AL-IMPICS

Date: Saturday, September 14

Location: Los Angeles Harbor College

Time: 8:00 am – 4:00 pm

JOIN US FOR A FUN
FILLED DAY OF ACTIVITIES



LOS ANGELES

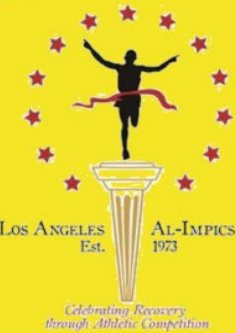
AL-IMPICS

STRIVE TO DO MORE IN 2024

SATURDAY, SEPTEMBER 14, 2024

LOS ANGELES HARBOR COLLEGE

1111 FIGUEROA PL. WILMINGTON, CA 90744





Tuition Incentive Program (TIP)

Kyle Kennedy, Policy and Strategic Initiatives, Section Manager
James B. Golden, Psy.D, Chief Academic Officer, TTC College
Camila Panozo, TIP Coordinator, TTC College



Tuition Incentive Program (TIP)

Context

The War on Drugs (WoD) disproportionately burdened and continues to affect poor, Black, LatinX, justice involved and/or people who use drugs in specific areas of LA County.

The demographic make-up of counselors can hinder treatment effectiveness, if it is consistently not similar to the patients who receive services (Knudsen et al., 2009).

Most counselors in SUD settings across the US are White, female and middle-aged.

Characteristics of Patients¹ in DPH-SAPC Network is:

Male: 64.4%

LatinX: 55.8%

Age (26-54): 71.2%

Purpose

To expand the SUD workforce with certified-eligible counselors and enhance the provision of quality services by seeking out motivated individuals who:

- Reside in areas of Los Angeles County hardest hit by WoD
- Have lived experience with SUD- either directly and/or experienced through family and/or friends
- Are representative of communities being served including Black, LatinX, and LGBTQIA+.



Components of TIP are No-Cost to the Participant and Include:

- TTCC SUD Counselor Certificate Program is a hybrid style six-month learning experience that consists of virtual classes, supportive learning, and fieldwork experience to ensure field practicum requirements and 255 internship hours are met
- SUD Counselor Registration fee and pre-requisite 9-hour course with one of the three Certifying Organizations (CCAPP, CADTP, CAADE)
- Tuition and materials for duration of coursework which includes 255 practicum (supervised internship hours)
- Connection to internship (field experience) /employment opportunities within LA County's publicly funded SUD Treatment Network
- Learning Support and resources to support program completion
 - Includes resume writing, interviewing skills, time management, conflict resolution, etc.

NOTE: Certification requirements include 2000+ clinical supervision hours. Registered Counselors have 5 years to complete education/internship hours/exam from initial registration day to become certified. TIP excludes certification exam fees.



Ongoing TIP Progress

6-Month Coursework Program through Tarzana Treatment Centers College (TTCC):

- Over 350 students have enrolled since 2020
- Recruitment focused on marginalized communities and those with lived experience
 - 34.2% male
 - 20.4% Black
 - 51.3% LatinX
 - 77% aged 25-49

Staggered start dates for cohorts between September and June

Process Improvements:

- Formalized Internship Vetting Process:
 - Provider Online Interest Form
 - 1:1 contacts with internship sites
 - Site visit with internship supervisor
 - Planned follow-ups on post-internship completion
- Participation from all 3 certifying agencies: CCAPP, CAADE, and CADTP
- Coursework conducted in hybrid learning environment to accommodate student schedules



Accepting Applications Now. Two Pathways for Acceptance:

Eligibility Requirements for non-registered individuals:

- May not be currently or previously registered with a Certifying Organizations
- Must be 18 years or older
- Must have a High School Diploma or General Education Development (GED) equivalent or higher degree and provide proof of diploma, GED, or degree
- Resides in Los Angeles County
- Possesses a valid government issued identification card

Eligibility requirements for registered counselors:

- Hired with a SAPC provider agency in the role of a registered counselor after 4/1/23 and NOT included in the SAPC Capacity Building (Expedited Counselor Training and Certification 1-E Efforts)
- Currently registered and in good standing with CCAPP, CAADE, or CADTP
- Resides in LA County
- Possesses a valid government issued identification card

For all interested applicants, please complete the standard TIP Application to apply: <https://forms.office.com/r/7KXM95TtT4>



COURSEWORK & STUDENT SUPPORT

TIP SUD PROGRAM OVERVIEW	
SUD 100 Intro to Practicum	SUD 107/108 Practicum
SUD 101 Intro to Addiction Theory & Practice	
SUD 102 Physiology & Pharmacology of Alcohol/Other Substances	
SUD 103 Law & Ethics	
SUD 104 Case Management & Patient Navigation	
SUD 105 Individual, Group, and Family Counseling	
SUD 106 Professional Growth & Professionalism	

WHAT WE OFFER!

Technology Resources:
laptop loans
computer literacy workshops

Incentives:
gift cards for passing grades

Workshops/Symposiums: (ex.)
Virtual: Boundaries & Time Management
In-person: Innovations in Counseling Techniques

Tutor Access:
coursework/counseling



Questions?

- For any questions, please contact TTCC at tip.ttcc@tarzanatc.org or call (818) 996-1051 ext. 1412
- Interested candidates apply here: <https://forms.office.com/r/7KXM95TtT4>

Interested in becoming a host internship site?

- Once registered, students are able to provide registered counselor services at their internship site. If your agency is interested in becoming a host-site for TIP students during their practicum, please reach out to tip.ttcc@tarzanatc.org or call (818) 996-1051 ext. 1412



Shatterproof 2024

Niki Caliguire



Shatterproof + SAPC

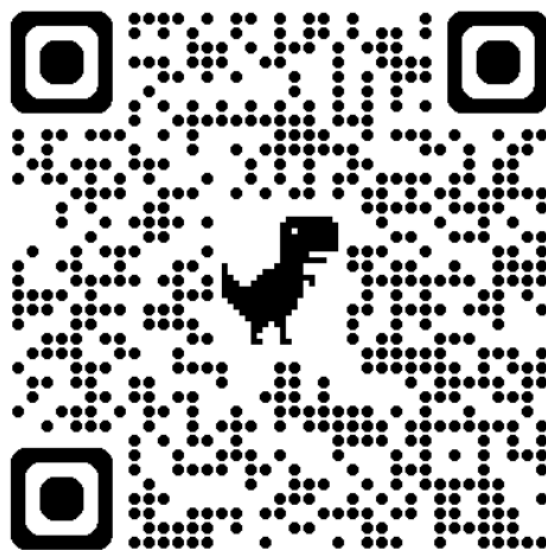
- Shatterproof is on a mission to transform addiction treatment so more people recover.
- We stand together as a community—with partners like LA County’s Substance Abuse Prevention and Control—with a shared vision that no one should experience the challenges and losses caused by SUD, regardless of background or identity.
- **Alignment with SAPC & its Provider Network:**
 - Improving access to science-based treatment.
 - Removing the stigma associated with addiction.
 - Educating communities impacted by addiction.
 - Advocating for policy change to aid recovery.





Shatterproof **WALK**

To End Addiction Stigma



Shatterproof Walk LA

- **Walk Details:**

- **Saturday, November 16**
- Grand Park (200 N Grand Ave)
- Site opens 8am, Program Begins 9:30am

- **Registration Process:**

- Scan QR code or visit fundraise.shatterproof.org
- Register your agency as a team
- Recruit coworkers and clients to join you!

- For support, contact ncaliguire@shatterproof.org