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## COVID-19

Disease caused by SARS-CoV-2 virus which attacks the lungs.

### >Symptoms:

• Fever, cough, tiredness, loss of taste or smell, shortness of breath, muscle aches, chills, nausea, vomiting, etc. (symptoms can range from asymptomatic infection to critical illness)

### **≻**How COVID-19 spreads

 Infected person breathes out very small particles that contain the virus. Other people breath in the droplets leading to spread of the infection.

### > Prevention:

- Staying up to date with COVID-19 Vaccinations
- ➤ Wearing a mask
- Practice good hand hygiene
- Stay home if you have respiratory symptoms

### **COVID- 19 Available Treatments**

- ➤ Medications to treat COVID-19 must be prescribed by a healthcare provider and started within 5-7 days of start of symptoms.
- Treatment is recommended for patients that are at higher risk for severe illness.
  - ex. older adults, unvaccinated/not up to date on vaccinations, medical conditions including lung disease, heart disease or weakened immune system
- ➤ Medications: Paxlovid, Lagevrio and Veklury (IV)



# Respiratory Syncytial Virus (RSV)

### What is RSV:

 RSV is a highly contagious, seasonal lung infection common in childhood but can affect adults as well. Severe cases of infection can lead to pneumonia and other complications.

### RSV Season:

October-April

### Symptoms:

 Congested or runny nose, dry cough, low-grade fever, sore throat, sneezing, headache.



# RSV Protection, Prevention and Treatment

### How to protect and prevent spread:

- Cover coughs and sneezes
- Wash hands often with soap and water for at least 20 seconds
- Avoid close contact with others
- Clean frequently touched surfaces

### Prevention Options

- Vaccines available with Center of Disease Control (CDC) guidance
- Availability of vaccines common in local pharmacies and doctors offices

### Treatment, if positive for RSV:

Hydration, IV fluids if necessary, and symptomatic control



### 2024-2025 COVID- 19 Vaccines

Vaccine	Unvaccinated 6 months-4 years	Previously vaccinated 6 months-4 years	Regardless of vaccination status 5-11 years	Unvaccinated 12 years+	Previously vaccinated 12 years+
Pfizer-BioNTech (Comirnaty)	3 doses	1-2 doses depending on number of previous doses	1 dose	1 dose	1 dose
Moderna (Spikevax)	2 doses	1 dose	1 dose	1 dose	1 dose
Novavax  **Authorized  under Emergency  use Authorization  on August 30 <sup>th</sup> 2024**	X	X	X	2 doses	1 dose



Members 6 months and older can earn a \$50 reward for getting the first COVID-19 vaccine

# CDC Recommendations/ Available Vaccines



### **CDC** Recommendations

- All peoples 75 years of age and older
- People ages 60–74 who are at increased risk of severe RSV, meaning they have certain chronic medical conditions, such as lung or heart disease, or they live in nursing homes, receive the RSV vaccine.



### Respiratory Syncytial Virus (RSV) Vaccines/Treatment

Vaccine Name	Indication	Dose
Beyfortus	<ul> <li>For neonates and infants born during or entering the RSV season:         <ul> <li>Administer BEYFORTUS starting from birth.</li> </ul> </li> <li>For infants born outside the RSV season         <ul> <li>Administer BEYFORTUS once prior to the start of their first RSV season</li> </ul> </li> </ul>	<ul> <li>Based on weight</li> <li>Less than 5kg: 50mg IM injection</li> <li>&gt;/=5kg: 100mg IM injection</li> <li>Second RSV season:</li> <li>For children up to 24 months of age who remain at high risk:</li> <li>200mg IM injection</li> </ul>
mRESVIA	<ul> <li>For active immunization for the prevention of lower respiratory tract disease (LRTD) caused by respiratory syncytial virus (RSV) in adults 60 years of age and older.</li> </ul>	Single dose (0.5 mL) of MRESVIA as an intramuscular injection.
Synagis	<ul> <li>Indication for prevention of serious lower respiratory tract disease in pediatric patients at high risk of complications from RSV</li> </ul>	<ul> <li>Dose is 15mg/kg of body weight given monthly as an IM injection with the first dose given prior to commencement of RSV season and then monthly throughout RSV season</li> </ul>



### Respiratory Syncytial Virus (RSV) Vaccines/Treatment

Vaccine Name	Indication	Dose
• Abrysvo	<ul> <li>Indication for the prevention of lower respiratory tract disease (LRTD) caused by respiratory syncytial virus (RSV) in people 60 years of age and older</li> <li>Indicated for Pregnant individuals at 32 through 36 weeks gestational age for the prevention of LRTD and severe LRTD caused by RSV in infants from birth through 6 months of age and to prevent severe LRTD caused by respiratory syncytial virus (RSV) in infants from birth through 6 months of age.</li> <li>ABRYSVO is given between 32 through 36 weeks of pregnancy.</li> </ul>	Dosage: 0.5 mL IM as a single dose
• Arexvy	<ul> <li>Indicated for active immunization for the prevention of lower respiratory tract disease (LRTD) caused by respiratory syncytial virus in individuals 60 years of age and older.</li> </ul>	Dosage: 0.5 mL IM as a single dose



# Flu (Influenza)

### **≻What is Influenza?**

 Influenza (the flu) is a viral infection affecting your nose, throat and sometimes your lungs

### >Symptoms:

• Fever, dry cough, headache, tiredness, chills, aching muscles, limb or joint pain, diarrhea, sore throat, fatigue, runny/stuffy nose

### **≻**How to reduce the spread:

- If sick, limit contact with others to keep from infecting them
- Cover nose and mouth when you cough or sneeze
- Wash hands often with soap and water or an alcohol-based hand rub
- Clean and disinfect surfaces and objects that may be contaminated with viruses that cause flu

\*For <u>flu</u>, CDC recommends that people stay home, for at least 24 hours, until both are true: your symptoms are getting better overall, and you have not had fever (and are not using fever-reducing medication)\*.



### Flu Season/ When to Vaccinate

### ➤ When is Flu Season?

- In the United States, flu season usually occurs in the fall and winter.
- Most of the time flu activity peaks between December and February, although significant activity can last as late as May.

### When Should You be Vaccinated?

 While CDC recommends flu vaccination as long as influenza viruses are circulating, September and October remain the best times for most people to get vaccinated.



# Flu (Influenza) Vaccines/Treatment

Prevention						
Drug Name	Indication	Dose				
Afluria, Fluarix, Fluzone, FluLaval, Flucelvax Quadrivalent, others	All persons 6 months and older, with rare exception(for example, pregnant people and people with some chronic health conditions), are recommended for annual flu vaccination.	1 injection per year				

#### **Treatment:**

- In most cases you can treat the symptoms of a mild flu yourself
- Most people will get better by themselves within 7 to 10 days and without any treatment
- There are also several medicines available to ease flu symptoms, such as pain and fever
- If you are sick with flu, antiviral drugs can be used to treat your illness (example: Tamiflu).



### References

- •Learn about RSV in Infants and Young Children. (2023, August 4). Centers for Disease Control and Prevention. <a href="https://www.cdc.gov/rsv/high-risk/infants-young-children.html#preventing-rsv">https://www.cdc.gov/rsv/high-risk/infants-young-children.html#preventing-rsv</a>
- •Fight coronavirus (COVID-19) transmission at home. (2023, July 22). Mayo Clinic. <a href="https://www.mayoclinic.org/diseases-conditions/coronavirus/in-depth/coronavirus-transmission/art-20482397">https://www.mayoclinic.org/diseases-conditions/coronavirus/in-depth/coronavirus-transmission/art-20482397</a>
- •RSV Prevention. (2023, August 4). Centers for Disease Control and Prevention. <a href="https://www.cdc.gov/rsv/about/prevention.html">https://www.cdc.gov/rsv/about/prevention.html</a>
- •Prevent Seasonal Flu. (2023, May 2). Centers for Disease Control and Prevention. <a href="https://www.cdc.gov/flu/prevent/index.html">https://www.cdc.gov/flu/prevent/index.html</a>
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https://www.cdc.gov/coronavirus/2019-ncov/vaccines/stay-up-to-date.html#novavax-booster

- •Bhimraj A, Morgan RL, Shumaker AH, Baden L, Cheng VC, Edwards KM, Gallagher JC, Gandhi RT, Muller WJ, Nakamura MM, O'Horo JC, Shafer RW, Shoham S, Murad MH, Mustafa RA, Sultan S, Falck-Ytter Y. Infectious Diseases Society of America Guidelines on the Treatment and Management of Patients with COVID-19. Infectious Diseases Society of America 2023; Version 11.0.0. Available at <a href="https://www.idsociety.org/practice-guideline/covid-19-guideline-treatment-and-management/">https://www.idsociety.org/practice-guideline/covid-19-guideline-treatment-and-management/</a>. Accessed 20 September 2023.
- •Flu Symptoms & Diagnosis. (2023, May 2). Centers for Disease Control and Prevention. https://www.cdc.gov/flu/symptoms/index.html
- •How to Prevent Flu. (2024, March 20). Centers for Disease Control and Prevention. <a href="https://www.cdc.gov/flu/prevent/prevention.htm">https://www.cdc.gov/flu/prevent/prevent/prevention.htm</a>
- •How to Prevent Flu. (2024, March 20). Centers for Disease Control and Prevention. <a href="https://www.cdc.gov/flu/prevent/prevention.htm">https://www.cdc.gov/flu/prevent/prevent/prevention.htm</a>
- •World Health Organization: WHO. (2019, August 12). Influenza (seasonal). <a href="https://www.who.int/health-topics/influenza">https://www.who.int/health-topics/influenza</a> seasonal#tab=tab\_3





Sarah Elder, LCSW, CADC, Director, Recovery Support Services



# Bridging the gap between screening and treatment/recovery

### **Objectives**

- Review principles of Motivational Interviewing and Harm Reduction
- Review level of care/community resources
- Review CCH SUD/MAT Program



# A patient screens positive or high risk for SUD. How comfortable do you feel engaging in a conversation about their use?



# Evidence-Based Frameworks for engaging people with substance use disorders



# What would you like to change?



# Stages of Change

In most cases, the old habit re-emerges and the whole process begins again (relapse). PRICONTEMPLATION no desire or

awareness of need for change

"I drink a can of soda with

every meal and have no intention to cut back."

Relapse is not failure, but normal.
Progress is characterized by
how many times you are
willing to re-engage this
process.



support habit by recognizing the benefits of change

"I sleep much better when I don't drink soda with dinner." CONTEMPLATION

weigh the pros & cons of change

"I know it would be good for my body if I cut back, but I like the taste of it."

#### ACTION

follow through with plan for change

"Now I choose to drink sparkling water instead of soda with dinner."

### PREPARATION

decide to change and form a plan

"I could swap my dinner soda for sparkling water."

Change is more sustainable when gradual.
Set small goals and repeat the process until you reach your ultimate goal.





Source: Stages of Change Handout —
Functional Health Research +
Resources — Made Whole Nutrition<sup>21</sup>

# **Motivational Interviewing**

- Collaborative, goal-oriented style of communication, where practitioners demonstrate:
  - Partnership
  - Evocation
  - Acceptance
  - Compassion



## **Core Skill- OARS**

### Open Ended questions

- Based on your responses, your drug/alcohol use is \_\_\_\_risk. Tell me a little bit more about your use? What concerns do you have?
- What role does your substance use play in your last hospitalization?

### Affirmations

- You are really resourceful!
- It's great to hear you're interested in making healthier choices!
- I appreciate you sharing that with me.

#### Reflections

- You want to stop drinking and you're worried if your friends/family will still invite you to parties.
- You're having challenges with pain management and you're worried about your risk of overdose.
- Sounds like your \_\_\_\_ is concerned about your drug use.

### Summaries

- Here is what I heard...
- Sounds like you're not looking to make a change now, would it be okay to check in about this down the road?



### **Harm Reduction**

- Includes a wide spectrum of strategies aimed at reducing negative consequences associated with drug use.
- Safe consumption strategies
  - Naloxone, test strips, never use alone hotline
- Reduced or contained consumption strategies
  - "Don't drink and drive," less quantity or frequency
- Recovery/Abstinence strategies and supports



# Recovery Supports/Level of Care Review



### **Levels of Care**

- Withdrawal Management/Detox
- Residential
- Intensive Outpatient (IOP)
- Outpatient
- Recovery Residences





Call **833-234-6343** or text **"HELP"** to **833234** 



**GET HELP** 

**HELP SOMEONE** 

STAY SAFE

**STOP OVERDOSE** 

ABOUT

**PROVIDERS** 

# Help is here

If you or a loved one is struggling with substance use, we're here for you.

Call

Text

Chat

# **Community & Peer Supports**

- 12-step and mutual-aid groups Find A.A. Near You | Alcoholics Anonymous (aa.org)
- Apps, social media channels, online forums Find Online Addiction Recovery Meetings, Live Meetings, 12 step Programs: In The Rooms
- Peer Recovery Supports HOME | CRCC Recovery (chicagorecovery.org)
- Recovery Capital



# Cook County Health SUD/MAT Program



# **CCH MAT Program**





Bridge





# **ACHN**

- Interdisciplinary Team-Based SUD/MAT care in all 12 adult-serving sites
- Team:
  - Recovery Coach
  - Provider
  - LCSW

#### **COOK COUNTY HEALTH • SERVICE MAP**

#### Community Health Centers / Outpatient Facilities

- 1. Arlington Heights Health Center Arlington Heights, IL
- 2. Belmont-Cragin Health Center Chicago, IL
- 3. Austin Health Center Chicago, IL
- 4. North Riverside Health Center North Riverside, IL
- 5. Morton East Health Center Cicero, IL (Located in Morton East High School)
- 6. Dr. Jorge Prieto Health Center Chicago, IL
- 7. John Sengstacke Health Center Chicago, IL (Located in Provident Hospital)
- 8. Englewood Health Center Chicago, IL
- 9. Blue Island Health Center Blue Island, IL
- 10. Robbins Health Center Robbins, IL
- 11. Cottage Grove Health Center Ford Heights, IL
- 12. Cook County Health Central Campus Chicago, IL
  - Professional Building
  - Harrison Square
  - General Medicine Clinic (GMC)
  - Specialty Care Center
     (Clinics A V)
  - Women & Children's Center at Stroger Hospital

- 13. Ruth M. Rothstein CORE Center Chicago, IL
- 14. Provident Dialysis Center Chicago, IL

#### **HOSPITALS**

- 15. John H. Stroger, Jr. Hospital Chicago, IL
- 16. Provident Hospital Chicago, IL

### ADDITIONAL SERVICES Public Health

17. Cook County Department of Public Health • Forest Park, IL

#### **Correctional Health Services**

- 18. Cook County Jail . Chicago, IL
- 19. Juvenile Temporary Detention Center Chicago, IL



# ACHN SUD/MAT Clinic Team

- Recovery Coach
- Provider
- LCSW
- Nursing
- Medical Assistants
- Registration
- Clinic Managers
- Pharmacy
- Financial Counselors





# Role of a Recovery Coach



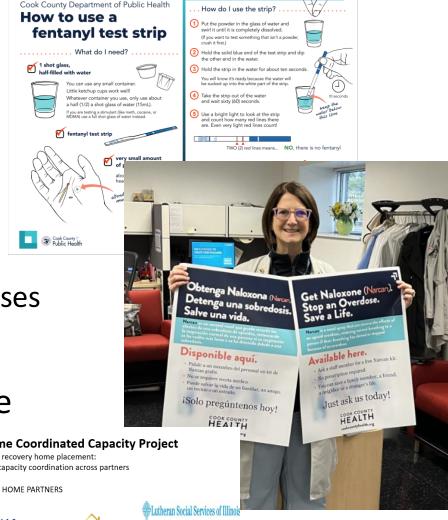
### Recovery Coach Primary Tasks

- Provide Education
- Facilitate Goal Setting and Achievement
- Aim to decrease high-risk behavior
- Provide direct recovery support services
- Navigate to recovery resources
- Proactive engagement and retention approach



# CCH SUD/MAT Updates

- Methadone partnership @ Austin
- Naloxone dispensing (and vending machines)
  - Stroger ED, Provident ED, CORE, Austin, courthouses
- Fentanyl/Xylazine test strip distribution
- Expanding access to Injectable buprenorphine
- Community-facing:
  - Recovery home navigation



#### Cook County Recovery Home Coordinated Capacity Project

A new resource for recovery home placement: Recovery home navigator + capacity coordination across partners

RECOVERY HOME PARTNERS













The navigator may be reached at: 312-508-3819 (call or text) RHCC@fgcinc.org Available M-Fri 6a-5p, Sat 7:30a-10a (SUD/mental health referrals and case management also available)

PILOT PROGRAM PARTNERS













The Bridge Clinic is located inside the Ruth M. Rothstein CORE Center 2020 West Harrison St. Chicago, IL 60612

After your first in-person or telehealth appointment, we can link you to any of our below locations closer to you.

Arlington Heights Health Center • Arlington Heights, IL

Belmont-Cragin Health Center • Chicago, IL

Austin Health Center . Chicago, IL

North Riverside Health Center . North Riverside, IL

Dr. Jorge Prieto Health Center . Chicago, IL

Englewood Health Center . Chicago, IL

Robbins Health Center • Robbins, IL

Cottage Grove Health Center • Ford Heights, IL

Sengstacke Health Center at Provident Hospital . Chicago, IL

Blue Island Health Center . Blue Island, IL

Bronzeville Health Center • Chicago, IL (COMING SOON)

Call **312-864-4MAT** (4628)

COOK COUNTY
HEALTH

BRIDGE CLINIC COOK COUNTY HEALTH

BRIDGE CLINIC

Rapid SUD Care and Recovery Support Services at Cook County Health



# How to refer to CCH SUD/MAT services:

- Call Bridge (312) 864-4MAT (4628)
- Refer to Recovery Coaches in clinic

cookcountyhealth.org/bridgeclinic

### **Questions?**

### Thanks!

Sarah Elder, LCSW, CADC, Director Recovery Support Services

(312) 520-2494

Selder@cookcountyhhs.org





### Children's Behavioral Health

Bria Robinson, Children's Behavorial Health Progam Manager







#### *IM+CAT Metrics*

Date and time of crisis call to Crisis and Referral Entry Service (CARES)	mm/dd/yyyy hh:mm			
Date and time the Illinois Medicaid Crisis Assessment Tool (IM-CAT) was started by MCR provider	mm/dd/yyyy hh:mm			
Date and time the IM-CAT screening was completed	mm/dd/yyyy hh:mm			
IM-CAT disposition	☐ Community Stabilization ☐ Inpatient Admission			
An IM-CAT screening was completed within 90 minutes of notification of a behavioral health crisis.  Contract 2018-24-101 KA10, Attachment XXII, 1.3.6.2.1	☐ Yes ☐ No			





### Inpatient Admission Metrics

Section C: Inpatient Admission	
The case note documentation includes evidence of the health plan coordinating admission, pharmaceutical, and discharge data, as necessary to promote continuity of care.  Contract 2018-24-101 KA10, Attachment XXII, 1.3.7.6.4	☐ Met ☐ Not Met ☐ NA
Date of discharge	mm/dd/yyyy □ NA
Date of scheduled follow-up care appointment	mm/dd/yyyy  NA
The enrollee had a scheduled follow-up care appointment within seven (7) days of discharge.  Contract 2018-24-101 KA10, Attachment XXII,1.3.9.3	<ul><li></li></ul>
Date of scheduled appointment with a psychiatric resource	mm/dd/yyyy □ NA
The enrollee had a scheduled appointment with a psychiatric resource to provide consultation and medication management services within fourteen (14) calendar days of discharge.  Contract 2018-24-101 KA10, Attachment XXII, 1.3.9.4 to 1.3.9.4.1.1	☐ Met ☐ Not Met ☐ NA

### Inpatient Admission Metrics Contd.

Date of ICT	mm/dd/yyyy □ NA
An Interdisciplinary Care Team (ICT) meeting for the beneficiary was completed within fourteen (14) days of discharge from the hospital. Contract 2018-24-101 KA10, Attachment XXII, 1.3.9.2	☐ Met ☐ Not Met ☐ NA
Date of enrollee contact post-transition	mm/dd/yyyy □ NA
The case note documentation includes evidence of the health plan's contact with the enrollee or the enrollee's family within 48 hours of transition.  Contract 2018-24-101 KA10, Attachment XXII, 1.4.5	<ul> <li>☐ Met</li> <li>☐ Not Met</li> <li>☐ NA</li> </ul>



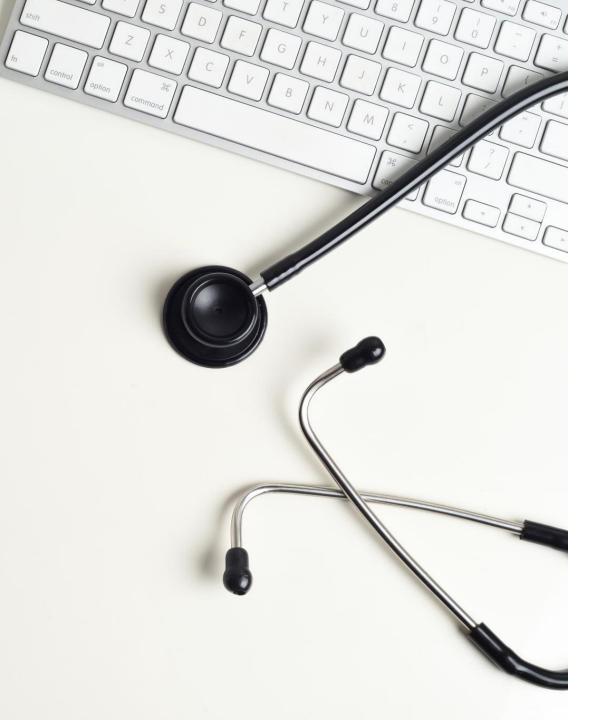


### Community Stabilization Metrics

Section D: Community Stabilization								
Date of scheduled appointment with a mental health provider	mm/dd/yyyy							
	□NA							
The enrollee had a scheduled appointment with a mental health provider within	☐ Met							
one (1) business day after the crisis event.	☐ Not Met							
Contract 2018-24-101 KA10, Attachment XXII, 1.3.9.1.1	□NA							
Date of ICT	mm/dd/yyyy							
	□NA							
An Interdisciplinary Care Team (ICT) meeting for the beneficiary was	Met							
completed within fourteen (14) days of community stabilization.	☐ Not Met							
Contract 2018-24-101 KA10, Attachment XXII, 1.3.9.2	□NA							
The record demonstrates no prior authorization for outpatient mental health	Met							
services for a period of no less than 30 days.	☐ Not Met							
Contract 2018-24-101 KA10, Attachment XXII, 1.3.9.1.2	□NA							



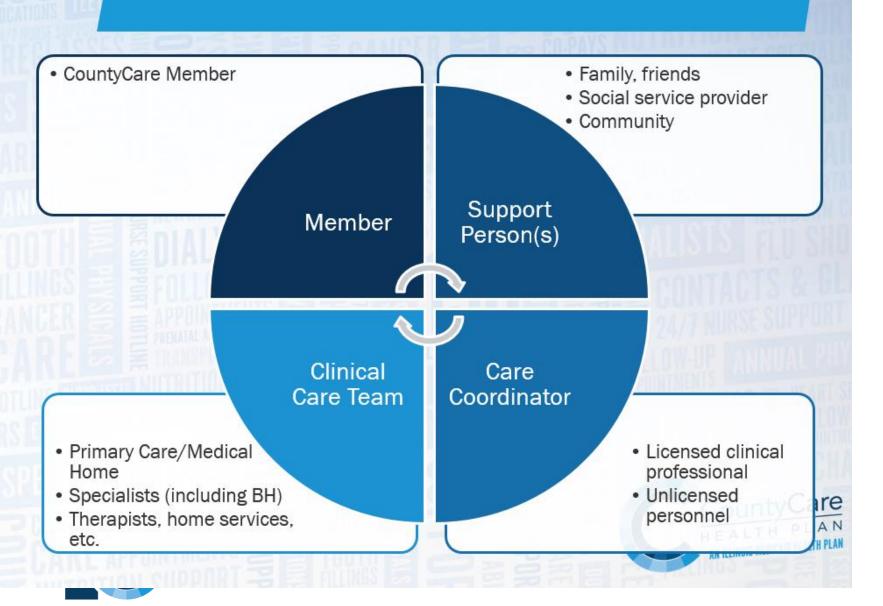




# What is an Interdisciplinary Clinical Team Meeting?

- An Interdisciplinary Care Team (ICT) is a team of medical professionals and nonclinical staff whose skills and professional experience will complement and support each other in the oversight of addressing member needs.
- ICTs can also include family, friends, or other individuals or organizations that act as important supports in the overall health and wellbeing of the member.
- ICT meetings should be person-centered and coordinated by the Care Coordinator.
- This meeting is built on each member's specific preferences and needs, and delivers services (interventions, activities, and team meetings) based on the specific CARES event.

### **Integrated Care Team**



## Who are the members of the ICT?

 Care Coordinators are responsible for working with the member to create and name members of the interdisciplinary care team, incorporating family members and other informal supports as needed.



### CARES ICT Best Practices

- Addressing the most recent CARES event.
- Completing and reviewing the crisis safety plan with member and adjusting as needed.
- Applying a high degree of collaboration and communication, with bi-weekly or monthly touchpoints, depending on needs of the member at that time.
- Exercising motivational interviewing techniques in every interaction
- Exploring alternative care options that are attentive to member needs, and allowing the member to make a choice, encouraging autonomy

# Care Coordinator Specific Responsibilities



Identify the team members and record this in the respective care management system



Collaborate with the member and other members of the ICT

Maintains regular communication with the members of the ICT

Assures integration of services and coordination of care across the healthcare system.



Schedule the ICT meetings (within 14 days of community stabilization or discharge from IP admission.





Cook Cou	ook County MCR Agency Contact Persons for Care Coordinators - June 2023											
DSA's	DSA's	Updated DSA's (As of 11/1/2022)	Updated DSA Geographic Areas (As of 11/1/2022)	Agency Name	City	Main Phone Line	Care Coordinator Contact	Email	Phone	Other Contact	IM-CAT Transfer Method	Notes
37A, 40, 65 and 67	New Trier, Norhtfield, Evanston Township, Edgewater, Lake View, Lincoln Park, Lincoln Square, Loop, Near North Side, North Center, Rogers Park, Uptown, West Ridge, Austin, Avondale, East Garfield Park, Humboldt Park, Logan Square, Near West Side, North Lawndale, West Garfield Park, West Town	27, 28, 29b	East Central Chicago (zip codes 60642, 60610, 60689, 60654, 60611,60694, 60601, 60693, 60602, 60606, 60607, 60603, 60603, 60601, 60684, 60694, 60694, 60684, 60695, 60685, 60695, 60669, 60682, 60680, 60673, 60670, 60664, 60674, 60604, 60677, 60668, 60696, 60687, 60691, 60697, 60690, 60688).	Community Counseling Centers of Chicago (C4)	Chicago	773-365-7277	Dr.Annette Love Chief Clinical Officer Main: 872-235-0270 Fax: 872-235-0720	annette love@c4chicago.org	773-365-7277 / 312-358-9788	Kelsey Di Pirro, Director 773.365.7277 (main) OR 224.297.0738 cell: 224.297.0738 (work) fax: 872.235.0720 Becky Straub 224.223.9554 rebecca.straub@c4chicago.org SASS Supervisors sasssupervisor@c4chicago.org	Secure email	To obtain IM CATs and Safety Plans please contact Rahannah Glen-Omar at Rahannah. Glenn-Omar@c4chicago.org. Rahannah contact number is 312-273-8386
42 and 46	Elk Grove, Maine Townships, Hanover, Schaumburg Townships	22	All or parts of Barrington, Hanover, Palatine, Schaumburg, Wheelig, and Elk Grove Townships (zip codes 60004, 60005, 60006, 60007, 60008, 60009, 60010, 60038, 60056, 60067, 60070, 60074, 60078,	Kenneth Young Center	Mt. Prospect	847-621-2040	Rebecca Horwitz (MCR Manager)	rebeccah@kennethyoung.org	847.621.2040 ext: 0	Adriana Arellano (MCR Team Lead)- adrianaa@kennethyoung.org	Requsted document sent via scure Email. IM-CAT will be sent via Fax- (847) 258-3120	Terri Galvez terrig@kennethyoung.org
63	Albany Park, Belmont-Cragin, Dunning, Edison Park, Forest Glen, Hermosa, Irving Park, Jefferson Park, Montclare, North Park, Norwood Park Township, O'Hare, Portage Park	23	Evanston and all parts of Northfield, Maine, New Trier, and Niles Townships (zip codes 60015, 60016, 60065, 60018, 60022, 60025, 60026, 60029, 60043, 6005360062, 60068, 60019, 60017, 60076, 60077, 60091, 60093, 60082, 60	Lutheran Social Services of Illinois	Des Plaines	773-282-7800	Tanya Puente - Crisis Clinician	tanya puente@lssi.org	773-282-7800 x 244	Karah Kohler, karah.kohler@lssi.org 773.282.7800 Ext: 5282	Secure email	Standardized process in place for all CMEs. Provider forwards IM-CAT and Crisis Safety Plans to CountyCare. Any documents received are shared with CMEs via secure email.
56, 85 and 87	Calumet, Lemont, Orland, Palos, Lower Stickney, Worth Townships, Ashburn Beverly, Mount Greenwood, Calumet Heights, East Side, Hedgewisch, South Chicago, South Deering	25b	All or parts Lemont, Palos, Worth, Orland, Rich, Thorton, Bloom, and Bremen Townships (60409, 60411, 60475, 60419, 60473, 60422, 60423, 60425, 60426, 60472, 60428, 60429, 60430, 60438, 60443, 60469, 60466, 60471, 60461, 60478, 60418, 60412, 60484).	Metropolitan Family Services	Chicago	708-974-5850	Ukela Shelton - Clinical Program Supervisor	sheltonu@metrofamily.org.	708-974-5839	Meghan Kelly kellym@metrofamily.org 708.974.5856 / Rosemarie Obregon Orbregonr@metrofamily.org 708.974.5135 / Katie Reyes reyeska@metrofamily.org 708.974.5148	Transfer Fax# 708-371-4563	Rosemanie Bryce-Obregon - Program Manager Careobregonr@metrofamily.org
25a	All or parts of Lemont, Palos, Worth, Orland, Rich, Thorton, Bloom, and Bremen Townships (zip codes 60406, 60465, 60415, 60464, 60463, 60439, 60467, 60445, 60452, 60453, 60456, 60457, 60462, 60476, 60477, 60482, 60487, 60655, 60803, 60805, 60454).	25a	All or parts of Lemont, Palos, Worth, Orland, Rich, Thorton, Bloom, and Bremen Townships (zip codes 60406, 60465, 60415, 60464, 60463, 60439, 60467, 60445, 60452, 60453, 60456, 60457, 60462, 60476, 60477, 60482, 60487, 60655, 60803, 60805, 60454).	Aunt Martha's Health and Wellness	Chicago	708-825-5620	Jamie Dornfeld Executive VP Social Determinants of Health	jdornfeld@auntmarthas.org ticody@auntmarthas.org	708-825-5620	Stephanie Cuevas MCR Director Scuevas@auntmarthas.org. Personal voicemail 708-679-8129 ext 59007. Phone 630-999-5235	Secure email: MCR@auntmarthas.org / Email- General voicemail 708- 747-7675	jdornfeld@auntmarthas.org ticody@auntmarthas.org
57	60130 Forest Park, 60131 Franklin Park, 60141 Hines, 60153 Maywood, 60154 Westchester, 60155 Broadview, 60160 Melrose Park, 6016, 60156 Berkeley, 60164 Northlake, Milrose Park, 60165 Stone Park/Melrose Park, 60171 River Grove, 60176 Schiller Park, 60104	24	60130 Forest Park, 60131 Franklin Park, 60141 Hines, 60153 Maywood, 60154 Westchester, 60155 Broadview, 60160 Melrose Park, 60162 Hillside, 60163 Berkeley, 60164 Northlake, Melrose Park, 60165 Stone Park/Melrose Park, 60171 River Grove, 60176 Schiller Park, 60104 Bellwood, 60526 LaGrange Park	Leyden Family Service and Mental Health Center	Franklin Park	847-451-0330	Laura Cruz - MCR Assistant Supervisor Jean DeCaro - Jean DeCaro of Operation	lcruz@leydenfamilyservice.org Jdecaro@leydenfamilyservice.org	847-801-0650	Laura Cruz Icruz@leydenfamilyservice.org Jean DeCaro Jdecaro@leydenfamilyservice.org		Laura Cruz lcruz@leydenfamilyservice.org
57 and 58	Lyons, Riverside Townships, Berwyn, cicero, Oak Park, River Forest, Upper Stickney Townships	24	O'Hare, River Forest, Norwood Park, Riverside, Oak Park, Berwyn, Cicero, and all or parts of Leyden, Proviso, Lyons, and Stickney Townships (zip codes 60104, 60126, 60480, 60130, 60131, 60546, 60141, 60534, 60153, 60154, 60155, 60160, 60526, 60162, 60162, 60459, 60458, 60104, 60165, 60171, 60176, 60521, 60501, 60513,	Pillars, Inc.	Berwyn	708-745-5277	Sydney Talavera - Director of Crisis Services	stalavera@pchcares.org	708.995.3815	Greg Lee, glee@pchcares.org 708-745-5277 OR Maria Salto msalto@pchcares.org 708.995.3713	Secure email	Sydney Talavera stalavera@pchares.org
18	8 Kane county / Dekalb county	18	60010 Barrington, 60102 Algonquin, 60109 Burlington, 60110 Carpentersville, 60118 Dundee, 60119 Elburn, Elgin (60120, 60121, 60123, 60124), 60134 Geneva, 60136 Gilberts, 60140 Hampshire, 60142 Huntley, 60144 Kaneville, 60147 Lafox, 60151 Maple Park, 60174 Sycamore, 60183 Wasco, 60184 Wayne, 60111 Carre, 60112 Cortland, 60115 Dekalb, 60129 Esmond, 60135 Genoa, 60140 Hampshire, 60145 Kingston, 60146 Kirkland, 60150 Malta, 60151 Maple Park, 60152, Marengo, 60178, Sycamore, 60518 Earlville, 60520 Hinckley, 60530 Lee, 60531 Leland, 60548 Sandwich, 60550 Shabbona, 60552 Somonauk, 60556 Waterman, 61052 Monroe Center, 61068 Rochelle, Aurora (60502, 60504, 60505, 60506), 60507), 60510 Batavia, 60511 Big Rock, 60520 Hinckley, 60538 Montgomery, 60539 Mooseheart, 60542 North Aurora, 60554 Sugar Grove, 60568 Aurora		Elgin	(847) 695-3680	Tameron Keeffe - Director of Crisis Services	TKeeffe@fsaelgin org	847-695-3680	Stephanie O'Malley - Manager of SASS Crisis Services somalley@fsaelgin.org	Secure email	

### **Announcements**

Next webinar is November 20th, 2024!

- Slides posted on CountyCare Care Coordination Webpage:
  - http://www.countycare.com/carecoordination

- Have feedback? Ideas for future topics? Please share!
  - https://redcap.link/23k1fzzb

