

CLINICAL SERVICES BOARD REPORT ~ January 2021

Submitted by Geniene Gersh, PhD, Director of Clinical Services

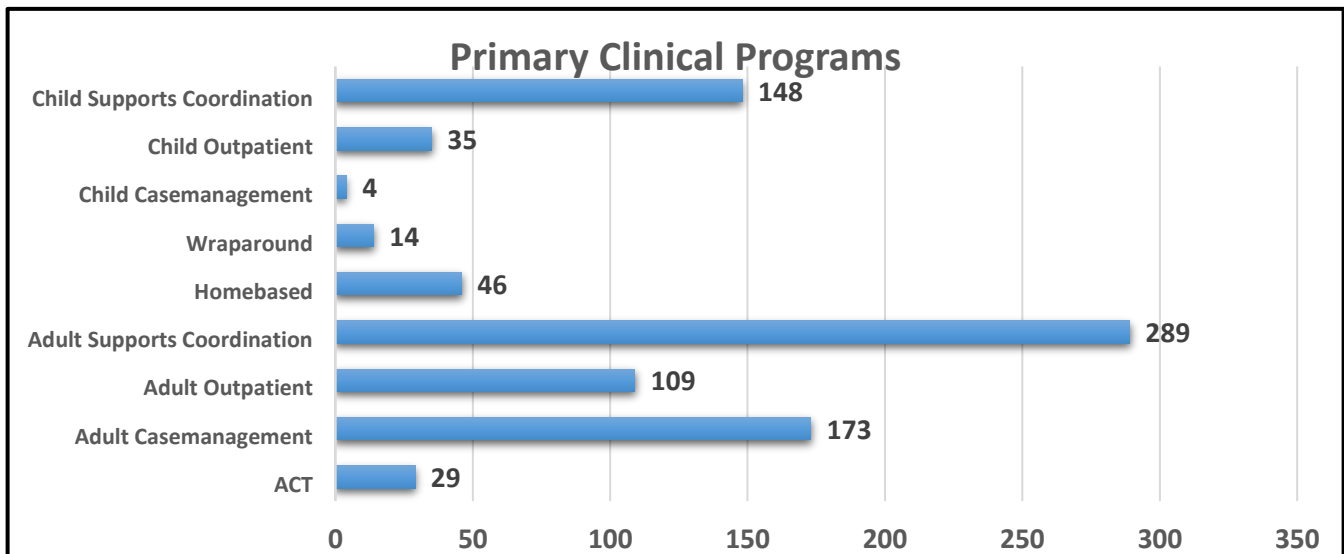
269-673-6617, email ggersh@accmhs.org

Clinical Services Programs and Consumer Care During the COVID-19 Pandemic

- Happy New Year from the Clinical Services team. January begins the tenth month of providing mental health services to consumers during the COVID-19 pandemic. The outpatient therapists as well as our home and community based clinicians continue to provide treatment with consumers using telehealth video and telephonic platforms. While we never imagined that we would be providing telehealth services for this lengthy period of time, consumer engagement continues to remain consistent across all clinical programs.

Clinical Services Program Data

- The graph and table below illustrate the number of consumers who are receiving services within each of the Clinical Services programs for the month of December. Overall, the number of consumers receiving services over the past few months remains consistent. Children's Services saw a slight increase in the number of children receiving supports coordination and counseling services. There was a decrease in the number of children receiving homebased services while the number of consumers receiving case management remained the same.
- With regard to Adult Services, the number of individuals receiving supports coordination decreased slightly and case management services remained the same. The number of consumers receiving outpatient counseling services decreased in the month of December compared to November. The Assertive Community Treatment (ACT) team added one additional consumer during the month of December.



Primary Clinical Programs	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Six-Month Average
Child Support Coordination	148	151	149	150	144	148	148
Child Outpatient	41	38	31	33	34	35	35
Child Case Management	3	2	2	2	4	4	3
Wraparound	16	15	14	15	15	14	15
Homebased	50	49	49	49	53	46	49
Adult Supports Coordination	290	286	285	289	290	289	288
Adult Outpatient	134	131	130	121	113	109	123
Adult Case Management	161	161	169	169	170	173	167
ACT	27	31	30	26	28	29	29
Total	870	864	859	854	851	847	858

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Intakes Conducted During the Month of December

Intakes	Count
Admitted for Services	17
Denied/Ineligible for Services	5
Referred to outside SUD Agency	1
Grand Total	23

The table illustrates the number of intakes conducted by the Access Team during the month of December. Of the 23 intakes performed, 17 of those individuals were determined eligible and admitted for services and 5 were considered to be ineligible. In addition, there was one individual who was referred to a community agency to receive substance use disorder treatment.

Discharges during the Month of December

Discharges	Count
Planned	18
Unplanned	11
Grand Total	29

The table illustrates the number discharges in the month of December. There were a total of 29 discharges across clinical programs for the month of December, 18 were planned and 11 were unplanned.

The following reports summarize the key points of what is occurring in each of the programs within Clinical Services.

Respectfully,
Geniene Gersh, Ph.D.
Director of Clinical Services

Adult Outpatient Clinical, Community Based & SUD Services

Submitted by: Elizabeth Totten, MA LLP CAADC, CCS-DP & John Eagle, BSW, MA, LLMSW

- Outpatient Therapy (OT), Case Management (CM), and Supports Coordination (SC), received a total of 12 new referrals from the Access department this past month. 6 other cases were added as secondary referrals or transfers from other departments. Contacts with new ACCMHS Consumers continue to be completed through HIPAA compliant telehealth platforms. All emergent requests are reviewed by the ACCMHS Safety Committee and have been approved if appropriate. All newly referred individuals have met with their assigned clinician, completed the Person-centered planning process, and started services.
- Outpatient Clinical Services continues to provide Group Therapy via Zoom to ACCMHS Clients. Mindfulness Based Cognitive Therapy ended in December and is planning for a new session. Seeking Safety which began in early November will continue to happen weekly through the 20 week curriculum. Next up is Dual Diagnosis Group Therapy, which will begin in early January 2021 depending on group referrals. This group runs for 8 weeks and is a closed group.
- Our Community Based Case Management Unit conducted interviews over Zoom with our HR department. Zachary Lindell was hired from ACCMHS's Adult Supports Coordination team to fill this position. Additionally, Adam Brink was hired from the Adult Supports Coordination team to fill the Supports Intensity Scale (SIS) assessor position Vacated several months ago. The Human Resource department has posted the two essential Supports Coordination positions.
- Staff continue to work diligently to provide seamless services via tele-health during this difficult time. We would like to take this opportunity to thank our staff for their tireless daily efforts and continued positivity. We appreciate each and every one of you.

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269-673-6617, email ggersh@accmhs.org

Assertive Community Treatment (ACT)

Submitted by: Bryan Day, LMSW, Program Supervisor; 269-673-6617, ext. 4881; bday@accmhs.org

The ACT team has taken the month of December to recoup, as all five staff have taken PTO to celebrate the holidays. The team has continued to reduce F2F contact as much as possible for the safety of ACT clients and ACT staff. The team has managed the effect of reduced F2F with clients, and will be making exceptions to make F2F contact when deemed necessary. The team has made it a priority to improve training and a stimulant SUD training was completed by ACT supervisor. There are plans for a second depressant SUD training scheduled for January. In early 2020 two staff, Team Lead and Clinician took Motivational Interviewing training and the remaining ACT Nurse and Case manager are registered for Motivational Interviewing next year. The month started off with 27 clients on the team. We had 0 client discharges, and 2 clients added to the ACT team through a transfer from Case Management. The current ACT caseload is now at 29 clients. There were 0 psychiatric inpatient Hospitalization. The team will continue to provide the best quality services while maintaining safe procurement from COVID19.

Children's Services

Submitted by Tara Poore, LMSW, Program Manager
269-673-6617, ext. 4817; tpoore@accmhs.org

As we enter another new season with Children's team, we continue to stay busy with telehealth visits for clients. Through the pandemic, clients and their families have been through so much and need support now more than ever. Staff on the children's team continue to provide top notch care and support. They continue to adapt and offer creative and supportive care in a virtual way!

A few highlights over the last couple months include our IMH (Infant Mental Health) therapist, Emma Higgs, obtaining her IMH endorsement through MDHHS. Emma attended many trainings and worked hard to obtain this endorsement! Currently, Emma has a split caseload of home based and IMH cases, but the long term plan includes her working exclusively with the 0-36 month age population. Emma also became a certified PECFAS trainer, which means she can train staff on the outcomes measure tool that is utilized for children ages 3-7. Kathy Lyons updated her CAFAS certification and will continue to train staff for the outcomes tool for the 7-17 population.

In mid-November, we wrapped up another successful group of "Caring for Children who have Experienced Trauma". This group ran for 7 weeks and was open to clients as well as others in the community. Due to its' popularity and great demand, the group will be offered again later this winter. Additionally, Beth Higgins, our parent support partner, began a parent support group that will occur the second Tuesday of every month from 6:00-7:00 p.m. This group is a place where parents can gather (for now, virtually) to provide support and encouragement to one another. This group is open clients and the public as well.

Access and Crisis Services

Submitted by Melissa Potvin LPC, CAADC, CCS, Program Manager
269-673-6617, ext. 4850; mpotvin@accmhs.org

During the month of December, Mental Health Treatment Court for Allegan County continued to meet every other week on a virtual basis with a reduced number of referrals over the holidays. We expect that to be picking up significantly with more referrals in January.

Our Access/Crisis Services team rotated for two staff to have some time off during the holiday periods. Generally speaking the number of crisis calls during the holiday weeks usually dips a little lower and then picks back up after the holidays. We completed 10 inpatient hospitalizations in the month of December.

Access department completed 21 intakes in the working days of December with 14 being for severe mental illness and 7 being for developmentally disabled services. Two of the intakes were deemed ineligible for CMH level of care and were referred to community resources.