

CLINICAL SERVICES BOARD REPORT ~ June 2021

Submitted by Geniene Gersh, PhD, Director of Clinical Services
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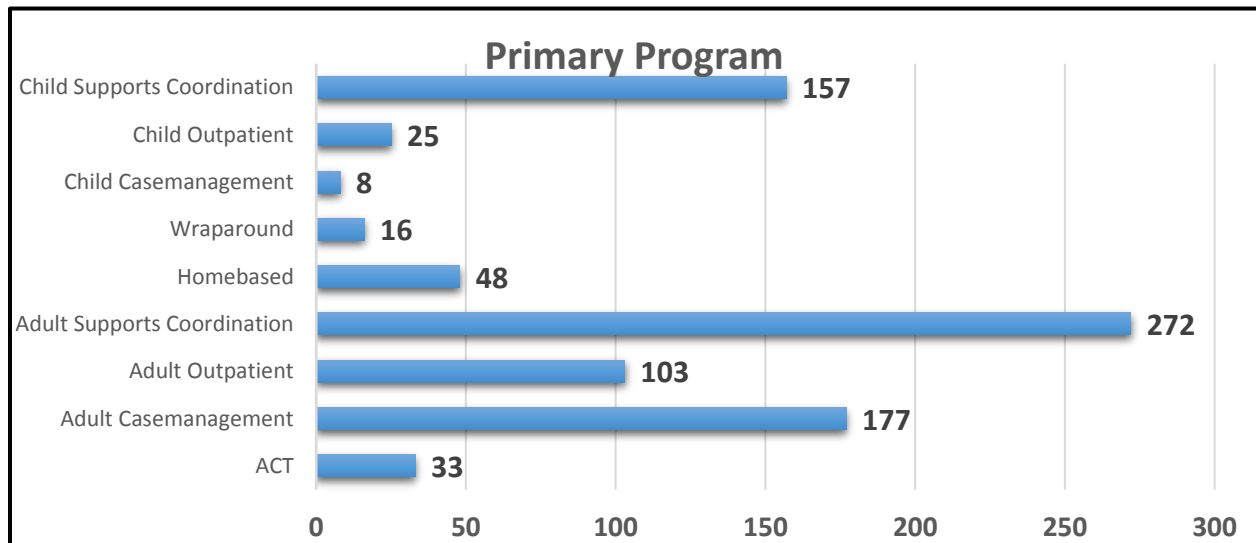
Providing Treatment and Support during the COVID-19 Pandemic

The Clinical Services teams continue to provide treatment primarily utilizing telehealth video and telephonic platforms. During the month of May there was an increase in requests for in-person visits compared to the month of April. The agency's Health and Safety Committee continues to review these requests to ensure the safety of both the individual and/or family receiving treatment as well as our staff members by adhering to all COVID-19 safety precautionary measures. The rate of client engagement in treatment continues to remain high across all clinical programs.

Clinical Services Program Data

The graph and table below illustrate the number of individuals who are receiving services within each of the Clinical Services programs for the month of May. Overall, there has been an increase across the majority of clinical programs which has not occurred since May 2020. The programs within Children's Services saw a slight increase in the number of children receiving supports coordination, counseling, case management and wraparound services. Those families receiving home based treatment remained the same in May compared to the previous month.

Adult Services experienced an increase across all programs during the month of May. There was a small increase in the number of individuals receiving supports coordination and counseling. Case management saw the largest increase with six people who were admitted to services. The Assertive Community Treatment (ACT) team added two additional individuals receiving services this past month.



Primary Clinical Program	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Six-Month Average
Child Support Coordination	148	148	155	156	155	157	153
Child Outpatient	35	34	26	25	24	25	28
Child Case Management	4	4	6	5	7	8	6
Wraparound	14	12	13	15	15	16	14
Homebased	46	46	49	47	48	48	47
Adult Supports Coordination	289	286	274	272	270	272	277
Adult Outpatient	109	104	101	102	101	103	103
Adult Case Management	173	174	173	175	171	177	174
ACT	29	30	30	31	31	33	31
Total	847	838	827	828	822	839	834

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Intakes Conducted during the Month of May

The table illustrates the number of intakes conducted by the Access Team during the month of May. There were a total of 29 intakes completed, with 25 individuals that were determined to be eligible and admitted into services. In addition, there were 4 individuals that were ineligible for services and referred to other community resources for treatment.

Intake Disposition	Count
Admit/Refer to Funded Services	25
Denied/Ineligible for Funded Allegan CMH Services	4
Grand Total	29

Discharges during the Month of May

The table illustrates the number discharges in the month of May. There were a total of 20 discharges with 7 discharges that were planned and 13 that were unplanned.

Discharges	Count
Planned	7
Unplanned	13
Grand Total	20

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 and Community Based Services

Elizabeth Totten, MA LLP CAADC, CCS-DP & John Eagle LLMSW

All Adult Outpatient and Community Based Services clinicians continue to provide services to individuals via telehealth options. There continues to be a steady flow of both internal and access referrals to all adult services. Requested face to face contacts continue to be requested by clinicians to their supervisor and sent to the Health and Safety Committee for approval to ensure the safety of the individual and ACCMHS employees. If approved, staff are provided with explicit instructions and the appropriate PPE and ensure that any contact is made in the safest possible manner.

The Adult Outpatient Department continues to search for qualified candidates for the open Behavior Specialist position. Historically, this had been a difficult position to fill given the degree of specialized knowledge and skills required for this position. We remain hopeful that our continued postings will yield an excellent candidate pool and hire.

The Adult Outpatient Department also has an open therapist position due to the recent resignation of Amy Lentz. We wish Amy well in her future endeavors and appreciate her many years of service to ACCMHS client and community. The open position has been posted and we are excited to say that there are many interested applicants. We look forward to meeting applicants during interviews to be held shortly. Community Based Service positions have now been filled with the recent hires of two Supports Coordinators. Both new hires should be fully on-boarded by the end of June.

We continue to provide quality services to Allegan County residents in the midst of the Covid pandemic. Staff continue to project a consistent attitude of positivity during these difficult times for all. We would like to thank our staff for the way in which they uphold our ACCMHS mission each and every day.

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Access/Crisis/Children's Mobile Crisis Response/MH Tx Court/Prisoner Re-entry

Melissa Potvin, LPC, CAADC, CCS, Program Manager; 269-673-6617, ext. 4850

ACCESS

- Out of 12 scheduled *adult* assessments for May: 7 intake appointments were kept with 7 consumers determined to be eligible for services.
- Out of 22 scheduled *minor* assessments for May: 19 intake appointments were kept with 19 consumers determined to be eligible for services. Minor intakes have been predominately for autism services, and this trend is holding for most of this year.

MENTAL HEALTH TREATMENT COURT

- There are 10 active cases currently in the mental health treatment court system. There have been 4 referrals for the program in May and no graduations.

CRISIS

- This is the department where we are seeing a very significant change in the community that appears to be related to the overall increasing severe levels of mental illness in the community in general and an issue of community providers being overwhelmed with demand. We are on a trend of increasing our numbers of ER screens by 60% this year and have hospitalized 50% more than this same time last year. The request for screens for minor children has doubled in the past month, and we have not been able to find ER beds for these children when necessary. The entire area is tapped out on crisis resources, and we have multiple Allegan County clients in the ER currently that have been there for two weeks awaiting open and appropriate psychiatric facilities. We are in need of expanding staff at this point to keep up with community demand.
- For the month of May, Crisis Department had a total of 69 prescreens evaluations in emergency rooms. Out of the 69 prescreen evaluations, 19 were for minors and 50 were adult evaluations.
- For the month of May, Crisis Department placed 48 consumers in hospital or crisis residential placements and diverted 21 from any placement. 36 of these placements were for adults and 12 were for minors. More placements would have been obtained for minors, but there has been a bed shortage across the state for many weeks at a time resulting in us being unable to find placements.

Assertive Community Treatment (ACT)

Bryan Day, LLMSW, Program Supervisor; 269-673-6617, ext. 4881

The month of May involved staff changes on the ACT team. The clinician Jessica put in her resignation letter on 5/10/2021 and her last day will be on 6/11/2021. The posting for her position came out on 5/14/2021. The ACT model recommends that the staff be a part of the hiring process. We had one interview on 5/26/2021 with our Clinician Jessica, Nurse Lisa, Clerical Janice, Team Lead Bryan and HR Director Nan. The team interviewed Josh the ACT Case Manager, and he accepted the position of ACT Clinician. The team is in the process of posting for a new Case Manager. The team has maintained the reduction of F2F contact as much as possible for the safety of ACT clients and ACT staff. The month started off with 33 clients on the team. We had 0 client discharges, 0 clients transferred from case management to ACT and 0 clients added through intake. The month ended with a caseload of 33 clients. There were 2 psychiatric hospitalizations this month. The team helped coordinate care with the hospital during the stay and at discharges. The team will continue to provide the best quality services while maintaining safe precaution's from COVID19.