



# Carbon-Monroe-Pike Mental Health and Developmental Services

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Tina L. Clymer, MS, LPC, Administrator

April 27, 2020

Dear Advisory Board Members,

As most of you probably know CMP MH/DS offices have been closed to the public since the beginning of March. While our services are essential, we want to ensure the safety and health of our staff, providers, and the individuals and families we serve. With this in mind, we instituted a tele-health model where all contact with individuals, families, and providers is by phone and video. This is true for staff interaction as well.

Case managers, supports coordinators, and service coordinators are required to make at least one contact per week with each person on their caseload. They are also performing their daily tasks. Managers are having weekly and, in some instances, daily contact with their staff to ensure their equipment is working, they are being productive, and that they are physically and emotionally sound.

Program Directors are busier than usual with added conference calls with state officials regarding new policies, procedures and waivers to regulations. We are ensuring that staff and providers are aware and following new and revised regulations, policies, and procedures. We are making sure our departments are functioning efficiently and effectively, and that supervisors and managers have the support they need. The Office of Developmental Programs has done an excellent job of working with the Center for Medicaid Services to develop short-term waivers to ensure that we meet the needs of those we serve. The Office of Mental Health and Substance Abuse Services has done a good job of working with the Behavioral Health Managed Care Organizations to ensure that these needs are met.

We are doing our best to ensure that providers are supported. Most providers have implemented tele-health as a way to work with their consumers. Residential providers are working very hard to maintain the health and safety of their consumers and staff. They are struggling, but holding their own. They have plans in place for if/when residents and staff become ill and test positive for COVID-19.

We are working with the United Way, the Action Committee, and Interagency Councils to help meet the needs of our communities in the best way possible related to this pandemic. We are working with County EMS to help providers obtain those hard to get safety products such as Personal Protective Equipment (PPE) and cleaning supplies. This has been a difficult process since supplies are so limited.

We are in the process of developing a return to the office plan. The return of staff will be gradual and staggered. We hope to keep people working outside the buildings as much as possible for the short term. We are currently, and will continue to, require that masks be worn in the office at all times. Our Human Resources staff have been working hard to obtain reusable masks for staff. We are also considering expanded the workweek and workdays to reduce the number of staff in the building at one time.

The Fiscal Department jumped into action to guarantee that our staff and providers would continue to be paid when we moved to a work-from-home model. With the cooperation of the county commissioners,