



Carbon-Monroe-Pike Mental Health and Developmental Services

Tina L. Clymer, MS, LPC, Administrator

May 21, 2020

Dear Advisory Board Members,

CMP MH/DS offices continue to be closed to the public and 95% of our staff continues to work from home. We continue using our tele-health model to work with individuals and families in the community, and have become quite savvy with GoToMeeting. Staff productivity continues to be monitored and has remained steady with increases noted. It seems we have less “no shows” for virtual appointments than in-person appointments.

We have had a decrease in new cases and with New Perspectives/Crisis, who has been answering our phone calls and noticed an increase of hang-up calls. This prompted us to have our clerical staff return to the offices on a rotating basis to answer our incoming calls during regular business hours. They started on Monday, May 18, and have already seen an increase in new calls. New Perspectives/Crisis has now noted a decrease in hang-up calls. We are deducing that people were confused by Crisis answering our phone calls for services.

We continue to work closely with the Office of Developmental Programs (ODP), The Office of Mental Health and Developmental Services (OMHSAS), and The Office of Child Development and Early Learning (OCDEL) at the state level to ensure that we are up to date on changes to regulations, funding requirements, and opportunities to better serve our communities. There is a minimum of one weekly call with each department, but often there are two-to-three calls each week.

Our Return to the Office plan is nearing completion. Staff were surveyed for their desire/ability to return to the office. More employees than I expected indicated that they would like to work from the office, for at least part of the week. We devised a schedule based on the responses to the survey and were mostly able to accommodate people’s wishes and needs. Many of our staff reported needing to be home due to childcare issues, compromised immune systems, or having a live-in family member with health issues. Some indicated general anxiety regarding returning to the office. We plan to have each office staffed with no more than half of the normal population. The devised schedule is not near half capacity. Social distancing should not be an issue. Staff will be required to take their temperature and complete a screening daily, along with wearing masks in the buildings. Masks, hand sanitizer, and sanitizing wipes/cleaning supplies are available in each office. We are discouraging in-person appointments but, when necessary, they will be by appointment only. Guests to the building will be required to take their temperature and complete a screening prior to entering the building.

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Fiscally we are doing well. Bills are being received and paid without interruption. Kathleen and her team have created new procedures to allow most payments to be done electronically, and they remain flexible to accommodate situations where the recipient is unable for this type of transaction. County and CCBH-funded Providers are being paid 100% based on previous months' (January and February) billing. This was established to ensure that providers could continue their business without interruption. Reconciliation of billing will be done at the end of the fiscal year. Some providers in the CCBH realm have chosen to opt out of this model and receive funding based on billing because their billing has actually increased.

Interviews for the vacant DS Deputy Administrator position went well. We interviewed five internal candidates and one external candidate. We narrowed them down to two candidates; made our recommendation to the commissioners; and are awaiting their feedback. Once I have their response, I will offer the position. We expect the individual to officially begin on June 22nd.

I continue to be concerned about the FY 2021-22 budget. Today I heard a rumor from Harrisburg that there will be a five-month budget approved prior to July 1, and to expect level funding for the first five months of the new fiscal year.

Stay home. Stay safe. Stay well.

Sincerely,

A handwritten signature in cursive script that reads "Tina L. Clymer".

Tina L. Clymer, MS, LPC
Administrator