

**Jewish Family Services of DE
All Programs Monthly Report
April 2024**

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DEPARTMENT: THERAUPETIC SUPPORT/OBH

1) CLIENTS SERVED

Therapy

Total Appointments Booked	Total Cancelled Appointments	Total No Show Appointments	Total Patients Attended	Total Pending Appointments	Total Confirmed Appointments
1303	180	67	1056	0	0

91% of the total patients attended, 9% total no show appointments. 0% cancelled appointments

Psych

Total Appointments Booked	Total Cancelled Appointments	Total No Show Appointments	Total Patients Attended	Total Pending Appointments	Total Confirmed Appointments
212	1	19	192	0	0

81% of total psych patients attended, 14% cancelled appointments, 5% total no show appointments.

OBH Groups: Office Based Youth Group to begin 6/6/24. Katie and Neyssa have been identified as providers. The goal is to run this group with 8 – 10 participants. This group will be billable.

2) HUMAN RESOURCES

Hiring new staff continues to be a priority. The need still exists for a seasoned family therapist. Nyesha Smith, master level provider, joined OBH team. Geoffery begins 5/20/24. Bill and Sue have accepted supervision roles as Sussex supervisors.

3) STAFF MEETINGS AND TRAININGS

Core skills training continues: 2/24/23 (Treatment Planning) 3/31/23 (Clinical Notes) 5/12/23 (Motivational Interviewing), 6/21/23 (Medical Necessity), 8/4/23 (MBCT), 9/8/23 (CBT and REBT), 10/6/23 (Rogerian Therapy), 12/1/23 (Beyond Mindfulness: Eastern Philosophy and Psychotherapy), 3/1/24 (Putting it All Together) EMDR training has been finalized. There are 10 participants. Training will be in person beginning 5/21/24. Intake huddle continues 2 x week. Primary focus has been (1) transfer of Jackie's clients (2) Identifying clients who have gone without services for 45 + days. Bill, new Sussex supervisor is in the process of developing agency-wide clinical training.

4) COMMUNITY ENGAGEMENT & OUTREACH Fost Care Support – Wrap Around Delaware – Haydee Rodriguez Office of Health Equity – CCHS/ The current waitlist is 11 clients.

CLINICAL OPERATIONS – BILLING

April Month-End Totals: OBH - \$167,419.15

PBH - \$15,200.48

1) CLIENT DATA REPORTS

Insurance outstanding

Current – \$97,002.03	31-60 days – \$53,446.31	61-90 days – \$54,040.10
91-120 days – \$33,562.28	121-150 days – \$20,430.37	151-180 days – \$25,513.04
181-over 365 days – \$146,427.63		

Patient outstanding

Current – \$15,857.05	31-60 days – \$14,226.55	61-90 days – \$12,567.50
91-120 days – \$11,058.36	121-150 days – \$3,985.93	151-180 days – \$4,583.64
181-over 365 days – \$36,385.86		

Collected a total of \$19,449.16 in client payments in April. \$490 of this was in No-show fees.
Collected a total of \$91,375.44 in insurance payments in April.

2) HR/STAFF UPDATES

Billing Specialists: Amanda will be working 100% remote from Colorado, on 5/15/24 - 5/17/24 she is taking PTO. She is doing well with collections, paneling, and the issue logs that I send to her. The billing phone extension has been moved to her and she finds that very helpful and productive. When she has specific questions about a call, she does not hesitate to ask me for more details. Intake/Psych Specialist, Bridget has identified that one of the main therapists from Amanacer that we get referrals from has left abruptly. Current med clients under this MOU from that provider are trying to be placed with one of our providers. Also, they are asking us if they can refer therapy clients to us. With Geoffrey, Neyssa, and Adriana coming on this is great news. Intake is very busy. Waitlist is about 15. Danielle has doubled sessions in the past 8 months. The average is in the high 30s per week we are working to the goal of 52 sessions per week.

3) CLINICAL ADMIN/STAFF PRIORITIES

Continue to focus on PPM. Complete PBH transition to electronic billing, this process has been quite time-consuming with RCM. Having our EFTs moved to our new bank account (this process has been started). Now that YAP funding is completed. We compiled a list of YAP clients that we need to obtain insurance information from so we can bill for ongoing services. I have notified providers. Doing this has also identified over 150 accounts in the YAP program where discharges were not done. Mike and Neriah will be taking care of these once I send them the list. Reviewing active accounts and making sure that accounts that need to be removed from the system are. Potentially transfer reception under me as of June 3

Processes : All FMLA paperwork is handled by Rosemarie and Lisa Bechler.

All client inquiries of billing, NS fees, insurance to me and my team.

4) COMMUNITY ENGAGEMENT AND OUTREACH: Leadership series has one week left.

Talked about intergenerational.

PACE program

COMPASS – DEMENTIA CARE AND CAREGIVER SUPPORT

COMPASS selected as pilot site for [CMS GUIDE Model](#)

Model Overview (from the CMS website): On July 31, 2023, the Centers for Medicare & Medicaid Services (CMS) announced a new voluntary nationwide model – the Guiding an Improved Dementia Experience (GUIDE) Model – a model test that aims to support people living with dementia and their unpaid caregivers. The GUIDE Model will focus on dementia care management and aims to improve quality of life for people living with dementia, reduce strain on their unpaid caregivers, and enable people living with dementia to remain in their homes and communities. It will achieve these goals through a comprehensive package of care coordination and care management, caregiver education and support, and respite services. The model will launch on July 1, 2024, and run for eight years.

COMPASS was selected by CMS for the established program track, reflecting that our program already meets most requirements; we self-selected into the new program track with a start date of July 1, 2025 to allow for optimal implementation.

1) CLIENTS SERVED

COMPASS Core Medical Program:

Census:	Patients	Caregivers	Total Clients	Waitlist
4/30/24	38	110	148	32
3/31/24	38	107	145	32
2/29/24	40	111	151	30
1/31/2024	40	113	153	

Weekly Caregiver Newsletter: 4 newsletters issued; Caregiver Tip of the Week disseminating content from Savvy Caregiver class to all caregivers. Spring 2024 COMPASS Community Gathering – planning underway for 5/4/24

COMPASS/OBH Individual & Family Counseling: Peer pod under consideration; possible cross-training resource for other OBH staff Dana Price, LCSW fully paneled and building individual and group counseling case load

1b) COMPASS Groups

- a) COMPASS/OBH Caregiver Therapy & Support Group: Continues to go well; meets virtually, 2x/month on Wednesday evenings. 7 unique participants in April (2 sessions). Caregivers continue to express benefit. Planning 2nd support group Spring 2024, possibly targeted towards adult children, as well as a bereavement group.
- b) COMPASS/Savvy Caregiver Training Program: Staff: Laura Dickol, LMSW (lead); Barb Hughes, LMSW; Dana Price, LCSW (asst) Spring 2024 session completed: 12 sessions; 2/6/24 – 4/30 (Tues 10a-12p; JFS classroom): 10 participants (2 COMPASS; 8 non-COMPASS)

Outcomes: 7 of 10 participants completed the course (2 COMPASS caregivers; 5 non-COMPASS caregivers from COMPASS waitlist). All participants who completed the course were assessed to have significantly increased their caregiving self-efficacy as measured by a validated instrument, with an **average increase of 17 points on the CSES-8 (Caregiving Self-Efficacy Scale)**. [with the exception of 1 participant who experienced no change in CSES-8 score].

- c) **COMPASS/Memory Café:** Staff: Vlad Cerbov (lead) with support from interns/volunteers. Partnership with JCC. Spring 2024 session in progress, going well: Tues, 1/23 – Tues 5/28
- 2) **HUMAN RESOURCES:** Dr. Maria D’Souza (Geriatrician/Medical Director); Kate Gruber (Care Manager/Coordinator); Laura Dickol, LMSW; Barb Hughes, LMSW; Dana Price, LCSW; Vlad Cerbov.
- 3) **STAFF MEETINGS AND TRAININGS:** *Ongoing weekly IDT meetings with all staff mentioned above.*
- 4) **COMMUNITY ENGAGEMENT AND OUTREACH:** Bay Health Family Medicine Resident Physician: Dr. D’Souza precepted 2nd year resident, Dr. Sumar Hayan, for 1-month long geriatrics clinical/research elective through 4/5/24. Dr. Hayan will return in May to finish assisting with implementation of frailty assessment in the clinic.

Dr. D’Souza participated with EL in 4/3/24 Meeting with former DE Secretary of HHS, Rita Landgraf and Highmark Health Options leadership, presenting about JFS COMPASS program and array of caregiver support offerings. Secretary Landgraf expressed strong appreciation for our high-quality, evidence-based programming and plans to put our work on the radar of several important stakeholders throughout the state, including DE Senator Spiros Matzavinos.

Collaboration in process with **UD’s DE Center for Cognitive Aging Research** to bring Brain-WISE program to JFS/JCC in Fall 2024, and to further research collaborations.

- Contracts in process with **St. Francis LIFE (Wilmington/Newark) and PACE Your LIFE (Milford)** for JFS to provide counseling services and COMPASS services to medically complex/high-needs (Medicare-Medicaid dual eligible) older adults in Delaware.

2. DEPARTMENT: COMMUNITY BASED SUPPORT PROGRAMS

1. **Family Supports (PSSF, PBH/TSF, FCT)**
2. **Family Supports/Fellowship Groups (AP, BTC, PNS, MMH, YA, Caregiver Supports)**
3. **Specialized Populations, Cancer Care Connections, Care Navigation & BBH,**

FAMILY SUPPORTS:

PROMOTING, SAFE AND STABLE FAMILIES PROGRAMS (PSSF)

1. CLIENTS SERVED & STAFF PRIORITIES

NCC - PSSF has 5 (6 adults 12 children) active families in NCC. Morgan is working with these families and had 3 successful closures this month.

KENT: LeNae is carrying out full consultations for PSSF in Kent County and has two families, she is working on outreach and getting PSSF services more known in the area. LeNae has agreed that she would like to transition out of her PSSF work in favor for more clinical work. We have identified a candidate and will be offering them a job. LeNae also performed 2 RCOs in Kent County this month. LeNae had 2 successful closures this month.

2. **HUMAN RESOURCES, INCIDENTS AND RISK MANAGEMENT.** Interviewed and hired a new PSSF consultant for Kent. Will start in June.

3. **STAFF MEETINGS AND TRAININGS**

4. **COMMUNITY OUTREACH**

FAMILY SUPPORTS:

FAMILY CRISIS THERAPISTS PROGRAM

We had one incident in April. A FCT client reported suicidality and Stacy Repp worked to create a safety plan and broker family to appropriate services.

FAMILY SUPPORTS:

FELLOWSHIP – PBH & GROUPS

1) CLIENT SERVED

Fellowship-PBH 22 families in NCC, and 4 clients in Sussex. We have 120 authorized units in NCC (weekly) and 4 authorized units in Sussex (weekly). No waitlist we notified PBH that we are full now. 2 Families are aging out and successfully discharging from PBH, both cases have been referred to OBH services and are undecided on pursuing this.

Fellowship – Community Placements

- 1.Ferris: Laura Dickol continues to work at Ferris and has begun seeing more cases.
2. YWCA: Rachel continues to work at ywca.

3. Westend: Takiyah continues to maintain her placement at West End Neighborhood house,
4. Child Inc has created a position for him and his is planning to accept it upon licensure

Fellowship- Groups:

- 1. Delaware Health Equity Coalition (DHEC)** Sa'Myia continues to thrive in community-based support and is working at Delaware Health Equity Coalition (DHEC) and in PBH. Sa'Myia has two families officially in service through DHEC.
- 2. Branches to Chances (Group)** BtC groups have begun. Sa'Myia and Zach are leading this group with the help of an intern and Sa'Myia is doing the individual case management for the participants.
- 3. Sussex County Groups:** Ana continues to run the Seaside Older Adults group. Ana continues to work with clients from the victims' assistance program in Sussex County. Ana is moving to NCC but would like to maintain one day of work in the Sussex office. Wendell and Ana will meet to discuss if this group will be part of that.
- 4. The COMPASS Caregiver Support group:** Group continues to run twice a month. Saavy Caregiver (Laura and Barb) is also meeting weekly and is partnering with Memory café (Vlad and Takiyah) to run at the same time. Jordan may be returning to the COMPASS group.
- 5. The LGBTQ+ group** The Affirmation project continues to get good feedback. Rebekah and James are leading this project, and the agency is getting a lot of compliments.
- 6. Maternal Mental Health Group - DAPI Rebekah** continues to maintain her DAPI group and individual sessions with clients through DAPI.
- 7. Project New Start** Jon, Sa'Myia, and Liz are leading a new Project New Start group. The group began the first week of April and the agency has agreed to pay \$5,000 for services.

2) HUMAN RESOURCES, INCIDENTS AND RISK MANAGEMENT

3) STAFF MEETINGS AND TRAININGS

4) COMMUNITY OUTREACH

SPECIALIZED POPULATIONS: CARE NAVIGATION PROGRAM

1.CLIENT SERVED AND STAFF PRIORITIES

Care Navigation	BBH
57 clients	52 Clients
Priorities:	Priorities:
Continuing to update paperwork (ongoing)	Continuing to update all client paperwork. (ongoing)
On time and completed documentation improving	Weekly and monthly events happening
April billing is unknown due to a billing snafu-- hoping to get resolved ASAP!	Documentation is going well.
Kayla onboarded another new volunteer and is working to recruit more!	Working on more resident engagement

	Kayla is hoping to spend more time at BBH to continue to engage clients and recruit volunteers for BBH events.
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1. **HUMAN RESOURCES, STAFF INCIDENTS & RISK MANAGEMENT**

2. **STAFF MEETINGS & TRAININGS**

Kaylah continues to attend Public Allies Training weekly. Kaylah attended an event with Vlad Individual supervision that happens weekly.

The team has been meeting with Deandra to work towards the scheduling of several different training courses throughout the next few months. The team attended a play conference in April, and is attending Power NET in May, and will be attending the National NASW Conference. Amie and Becca both began a Leadership training series through Leadership Delaware. Wendell completed two more sessions of Leadership Delaware.

4) **COMMUNITY OUTREACH**

1. Wendell met with Sussex Behavioral Health Taskforce.
2. Wendell met with Chad Robinson (VP of external affairs, FB of DE) to talk about office locations in Milford and how the agency partnered with the community when they first opened.
3. Wendell and Renna met with the developers for Milford Wellness Village to discuss potentially taking an office space on site.
4. Wendell and Renna met with the Sussex County council
5. Wendell and Becca attended the DANA conference to network and meet with collaborators. Wendell and Becca met onsite at several different community partner locations and checked in on existing partnerships.

SPECIALIZED POPULATIONS: CANCER CARE CONNECTIONS

Thalia and Amie continue to make staff calls from the public program Cancer Care. They provide callers with guidance, resources, and support. Amie and Thalia work with the CCC team to maintain ongoing training and mentorship as they work on this program. Amie and Thalia are swapping mentors so that Thalia can receive increased support around admin responsibilities connected to this.

Wendell is working with Janet to learn how to collect and submit the CCC information for the state reporting. Wendell completed the last report but needed assistance finishing it.

Wendell and Janet continue to end the Cancer Reduction task force.

3. DEPARTMENT: REFUGEE SUPPORT

RISE- Refugee Integration Support Efforts

1. R&P
2. UIS
3. CHIS
4. PC ICM
5. Emigre
6. Groups
7. School Impact and Youth Mentorship

1. CLIENT SERVED

Resettlement and placement: Two families A total of 9 individuals

All families were placed in temporal housing on arrival.

Through community landlord partnerships, we have placed one family in long-term housing. The

Case management worked on furnishing the apartment and moving the family in.

Case managers continue to work with clients to meet their 90-day program goals

UIS (Ukrainian Support Program): There were no new UIS cases. The current federal directive of not enrolling clients that arrived after 9/30/2023 has drastically reduced the numbers in UIS.

Émigré – DSS (Division of Social Services) State Refugee Program:

We had 154 clients on the Caseload in .

30 Ukrainians, 22 Afghans and 105 with Haitians making up a majority of this number

Group Programming:

We started a new Haitian creole MHPSS group for our Haitian clients.

2. HUMAN RESOURCES, RISK MANAGEMENT AND INCIDENTS

Rau is transitioning into this role. She will provide support for CAM cases and will also assist in family reunification applications.

Preferred communities: We hired an additional case aide/ translator Baheer (he speaks Dari)
We currently have three PC Case managers.

3. STAFF MEETINGS AND TRAININGS

During this month, the monthly meeting was held on the first Monday. All team members were present. We were joined by a HIAS representative that discussed the HIAS Micro Finance program. Through this initiative, Case Managers can refer clients that had business ideas to this program and the HIAS team will assist with business development and give out loans when clients are ready to start their business.

4. COMMUNITY ENGAGEMENT AND OUTRECH

We participated in the monthly refugee connect call with representatives from the state, the governor's office and other partner organizations and resettlement agencies in Delaware. Established medical partnership for Refugee medical screenings in Kent with Saint Albert family clinic and services. Established a new partnership with Seaford Church of Nazarene church in Seaford. Through this partnership we are open to expand our reach in the Haitian communities in Sussex County.

Testimonial/ Success story

Client Success Stories: PC

Client Success Stories: Thaw Tun has successfully bought himself a new car! He had been enrolled in PC since February and has been making large strides towards self-sufficiency. The whole family is doing amazing things. Ade (PC)

I am excited to share a heartening success story exemplifying the efficiency and impact of our agency. A resilient Congolese family, arriving on January 26, 2024, experienced an exceptional journey, moving into their own home on February 9, 2024, in less than a month. The pure joy and gratitude radiating from the family during this swift integration were palpable, emphasizing the positive outcomes of our collaborative efforts. Notably, the family successfully accessed all benefits and social security within the same timeframe, underscoring the dedication of our team in providing holistic support. This success story echoes the transformative impact we have on individuals and families, going beyond assistance to create meaningful opportunities for a brighter future. It is a testament to the efficacy and compassion embedded in our agency's mission. Rama (R&P)