

PROGRAM REPORT

JANUARY 2024

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OBH – Therapeutic Supports Report

Therapy and Psych Clients Served, Staff Priorities.

- Clients served in November 2023 (OBH: Total served – 629 with 37 as new clients. Psych: Total clients – 376 with 4 new client)
- All providers FT have selected Tier II of Tier system. Employment agreements have been sent out with a return date of 2/7/24. Staff have been informed that employment agreements will be reviewed quarterly and adjusted if needed.
- Neriah has started new position and has been helpful in completing admin tasks. Tasks trained on thus far: 45+ day client review , Collecting fees for N/S and Cancellations , Reviewing Transfers , QA Forms, Open Encounters, Productivity Review
- Intake huddle continues 2 x week. Neriah, Marsha, and Rose have joined the morning huddle to have better communication and continuity of care.
- All provides working at or near 25 billable hours / week. The goal will be to continue this through the year.
- Q4 chart review is in the process of being adjusted to include peer reviews and to only focus on specific areas of the chart. This continues to be a PQI focus.
- New provider (Geoffrey Lee) was hired and is in the process of completing preemployment paperwork.

Staff Meetings & 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)
The majority of staff have completed Relias training. Reminders continue for those staff that did not complete by 1/31/24.
- The fourth provider meeting was held. Moving forward cases will be selected for presentation vs providers selecting cases. This is due to some providers not presenting for the meeting. Pod supervisions continues. Attendance has increased.
- Youth Anxiety Groups continue to be developed. At this time the goal is to have at least 1 office-based group Q2 2024.

Community Outreach

MOU was created for Heather Baker as a potential community partner. Heather has already referred clients to JFS for services.

Intake, Psych and Billing

The current waitlist is 15 clients. Providers from Sussex have taken new clients. Adolescent clients needing Saturday and evening appointments are being moved to Jon for support.

Community Programs Report

1. **Cancer Care Connections**
2. **Family Supports (PSSF)**
3. **Fellowship Individual Sessions (PBH, TSF)**
4. **Fellowship Groups (AP, BTC, PNS, MMH, YA, Caregiver Supports)**
5. **Older Adults (Care Navigation & BBH)**

Clients Served, Staff Priorities:

- **PBH** 21 families in NCC, and 4 clients in Sussex. We have 117 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.

PSSF

- Morgan has been providing crisis assistance through ARPA and Highmark to JFS clients. She has also begun building a PSSF caseload and has active “full consults” and RCO clients. Morgan has spent the rest of the PSSF crisis assistance and Highmark.
- LeNae has started in PSSF in Kent County and has also taken on a client in Sussex, she is working on outreach and getting PSSF services more known in the area.
- Fellows are currently billing 7 different insurances.

Older Adults

- Savvy caregiver group, Memory Café, and Caregiver support group all operated throughout the month with Fellowship support.

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.

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Staff Meetings & Trainings

- The team completed the Bessel van der Kolk series, trained in Gottman, and scheduled the next round of ABFT training. Several staff also have scheduled to attend a play therapy conference in Penn State for April.

HR, Incidents and Risk Management

- We had three incidents during the month. One incident regarded physical abuse and a safety plan was created for the family, and the mandated reporter hotline was notified.
- One incident took place in which a staff had to remove a family member from session and de-escalate the situation.
- Care Navigation is continuing to pursue new staff for Sussex.

Staff Meetings & Trainings

- Four incidents took place this month. A client's house burned down, a client ran away, a client reported physical abuse of themselves and their sibling by caretakers in the home, and a client became ill after contracting a STI – incident filed and reported because she was underage. Therapists continue to follow up with families in each incident.

Groups and Community Placements

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. Dr. Teal stated that the team has not issued any referrals, but they are working through their processes and find a lot of value in this relationship.

Branches to Chances (Group)

- Requested a follow up group for the spring, and Wendell has completed an MOU. Zach and Samyia will complete this request in February. BtC also met with Wendell this month to make a request for a formal quote on. The agency has agreed to move forward with a 25k partnership and will provide 25k payment for case management and two groups. This group begins in March.

Sussex County Groups

- Seaside older adult group and Victims' assistance program. Ana continues to run the Seaside Older Adults group. Ana continues to work with clients from the victims' assistance program in Sussex County.

- **The COMPASS Caregiver Support 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.

- **Ferris**

Laura Dickol continues to work at Ferris and has begun seeing more cases.

- **YWCA**

- Rachel continues to work at the YWCA.

- **West End Neighborhood House**

Takiyah continues to maintain her placement at West End Neighborhood house, Rachel is maintaining our placement at YWCA and AEA. Zach is working in a community placement at Child Inc with DV perpetrators. Child Inc has created a position for him and his is planning to accept it upon licensure. The team is preparing to replace Takiyah at WENH with a new intern.

The LGBTQ+ group

- The Affirmation project launched its first group the week of 2/6 and we have 4 families that are participating in our first LGBTQ+ group for parents. Rebekah and James are leading this project, and the agency is getting a lot of compliments.

Maternal Mental Health Group - DAPI

- DAPI has agreed to an MOU for JFS to begin doing onsite therapy in addition to the current group we are running onsite. Rebekah will be providing individual counseling and will bill these sessions through student insurance. This began in October. This relationship is struggling, and we may shift away from it.
- Rebekah Mo and Wendell followed up with the ED for the state and made changes to operations to maintain this relationship. We are still unsure if we will maintain it .

Cancer Care Connection

- Christiana Care reviewed and finalized an MOU template and is discussing an arrangement with their attorney that would allow JFS to place a billable Fellow in the Helen Graham cancer center. This Fellow would be important in creating a pipeline for future oncology social workers as the current CCC team has expressed working towards retirement in the future. Janet and Wendell interviewed a Fellow that has specialized in Cancer treatment and therapy. During the wait for the third interview the candidate withdrew. Wendell is following up with Christiana Care to see if this process can be smooth so that the next candidate can move through quicker.

Community Outreach

- Wendell attended Leadership Delaware's February session and made contacts with several of the state policy makers and politicians.
- Wendell and Becca met onsite at several different community partner locations and checked in on existing partnerships.
- Wendell, Becca, and LeNae met with Dover Public Library again to ensure that they are still planning a group. Discussed waitlist being an issue and needing more referrals for youth anxiety.
- Wendell attended multiple events at the JCC and with the Jewish Federation in February to ensure JFS's presence was felt and to help community members become more aware of JFS offerings.

Care Navigation/BBH

Clients Served, Staff Priorities:

Care Navigation	BBH
<p>67 clients</p> <p>Priorities:</p> <p>Updating all client paperwork</p> <p>Documentation in a timely fashion</p> <p>Hired a new Care Manager in Sussex</p> <p>Partnerships in Sussex</p> <p>Building business back up in Sussex</p> <p>Recruiting volunteers for all rides</p>	<p>50 Clients</p> <p>Priorities:</p> <p>Updating all client paperwork</p> <p>Training Kaylah continues.</p> <p>Documentation</p> <p>Resident activities</p>

Staff Meetings & Trainings:

Weekly meetings with each staff member mostly happen. Team meeting scheduled for February.

Staff Relias trainings to be completed end of January 2024

Ongoing coaching for Kaylah as she begins to do community outreach presentations and volunteer orientation. (More below)

Volunteer recruitment, survey, onboarding forms/presentations. Updating volunteers, some recruitment happening now. Updating volunteer background checks and licenses in February 2024.

HR, Incidences and Risk Management:

documentation improving.

No incidences Issues with

Community Outreach: Kaylah is working regularly with BBH to create events monthly. Changing the format of communication to residents to include JFS Activity Calendar and **updated flyers. Kaylah presentation coaching. Completed a presentation for Memory Café and for JCC Senior Center.**

COMPASS – Dementia Care and Caregiver Support:

Dr. Maria D’Souza (Geriatrician/Medical Director), Kate Gruber (Care Manager/Coordinator)

- **COMPASS Core Medical Program:**

Census:	Patients	Caregivers	Total Clients	Referrals
1/31/2024	40	113	153	5

- **Jan census update:** 153 total (40 patients/113 caregivers); 1 new patient, 0 disenrolled
- **Reached 2023 enrollment target of 40 patients (at capacity); in process of projecting 2024 expansion planning/goals**
- **Waitlist:** scheduling July 2023 referrals
- **Weekly Caregiver Newsletter: New feature launched: “Caregiver Corner”** (submissions from COMPASS caregivers in their own words)
- **COMPASS/OBH Individual & Family Counseling:**
 - Staff: Emily Barnshaw, LCSW; Laura Dickol, LMSW; Barb Hughes, LMSW; Jackie Rhein, LPCMH
 - **Dana Price, LCSW training ongoing (5h/wk)** while awaiting insurance paneling (anticipated next few weeks).
 - 2 families currently engaged in intensive family therapy with involvement of both Laura Dickol and Barb Hughes co-facilitating; a 3rd family was added to waitlist in January.
- **COMPASS/OBH Caregiver Therapy & Support Group:**
 - Staff: Emily Barnshaw, LCSW to transition facilitation of group to Dana Price, LCSW. Dana to co-facilitate group in February in preparation to take over group in March.
 - Continues to go well; meets virtually, 2x/month on Wednesday evenings. **Resumed on 1/24/24.** 7 unique participants in January (1 session); 3 waitlist. Caregivers continue to express benefit. Planning to add a second support group in Spring 2024, possibly targeted towards adult children.
- **COMPASS/Savvy Caregiver Training Program:**
 - Staff: Lead facilitator: Laura Dickol, LMSW; Co-facilitator: Barb Hughes, LMSW; assisting: Dana Price, LCSW.
 - **Spring session (12 sessions) to begin 2/6/24** (Tues 10a-12p; JFS classroom)
 - Decision to allow non-COMPASS clients to enroll; \$170 fee (\$150 course + \$20 materials)
- **COMPASS/Memory Café:**

- Staff: Vlad Cerbov (lead), Takiyah Augustine (intern), Morgan Shoeneberger (volunteer), Kaylah Dessausure (volunteer/public ally). Offered in partnership with JCC.
- **Spring 2024 session began:** Tues, 1/23 – Tues 5/21
- Outputs: 10 attendees; need bigger space (available March). Activities include conversation, refreshments, chair exercises, listening to music, watching entertaining video clips, arts/crafts, bingo, word search.
- **Education:**
 - **BayHealth Family Medicine Resident Physician:** Dr. D’Souza precepted Dr. Michael Pietrandrea on January 10th.
 - **Partnership/training agreement finalized with Thomas Jefferson University (TJU) Occupational Therapy Doctoral (OTD) program.** COMPASS to precept 2 OTD students for one year, starting Fall 2024. OTD students will contribute vital clinical expertise/support and complete a capstone project aligned with the program’s needs.
- **Billing/Admin:**
 - **Completed January monthly billing meeting** with Director of Clinical Operations, Patricia Lawson, to monitor billing processes, revenue, InSync issues.
 - **RESOLVED:** InSync co-sign functionality issues since March 2023; appreciate Patricia Lawson’s help coordinating with InSync to get this long-standing issue resolved!
- **Outreach**
 - Savvy Caregiver featured in JFS social media “**JFS Retrospectives**” in January
 - Met with CEOs of **Griswold Home Care** for New Castle County (Patrick and Carrie Gray) and for Sussex and Kent Counties (Beth Copeland) to discuss potential partnership for in-home respite as part of CMS GUIDE Model
 - **DE Palliative** (a program of DE Hospice): Tiffany Tullis, NP attended COMPASS IDT meeting 1/26/24 to exchange information about program services and COMPASS.
 - Medical Director presented at 1/30/24 **JFS Board of Directors** meeting about COMPASS
- **Grants/Fundraising:**
 - **CMS GUIDE Model application submitted 1/30/24 (alternative payment model for dementia care):** Decisions anticipated in Spring 2024, for July 2024 start.
 - Liberty Breen proposed pursuing fundings/grants from Kutz Foundation, Crestlea Foundation, Sephardic Foundation. Collaborating with Liberty to pursue.

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

Clients Served and Staff Priorities

Reception & Placement Program:

We had two families arrive in January 2024. 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 January.
30 Ukrainians, 22 Afghans and 105 with Haitians making up a majority of this number

Preferred communities: We have 40 clients enrolled in PC Intensive Case Management.

Ade resigned from her position. We are currently working with HR to fill up that position.

Group Programming:

Marsha is currently working with a group of young Afghan ladies that were resettled in 2022/2023. This group is an extension of the HIAS funded women empowerment groups that happened last year. The ladies requested for an extension of the group.

Legal:

We are still looking to fill up this position. For now, HIAS has stepped in to support our family reunification needs and the CAM program. (Central American Minors Program). Catholic charities has received funding through the state to provide legal services to Afghans, so we can now refer our Afghan clients.

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.

H/R Incidences and Risk Management.

N/A

Community Engagements/ Partnerships

- 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)