



# wesley family services

March 20, 2020

**Subject: ENGAGE/First Episode Psychosis Program**

**Program Specific Protocol:**

The decision was made to discontinue group delivered FEP Programming on the eve of 3.15. Within the next 24 hours, all program participants and the family members in the ENGAGE program were notified individually by their lead Coordinated Specialty Care (CSC) team member who will continue to be the point person of care as always. FEP Behavioral Health Intervention and Coordinated Specialty Care services are considered essential and life sustaining services. As such, the CSC team is exempt from the Governor's directive asking for the closure of all non-essential businesses. Our team is prepared and expected to continue offering these services through the COVID-19 crisis with the following modifications.

The CSC will continue to be responsible for the following alternatives during the suspension of any group based delivery:

1. Contacting and communicating with all clients who are active participants in the program via telephone and text, following the regular attendance schedule that is routine for that client and increasing frequency if and when needed. For instance, if the FEP client is usually seen twice weekly, that CSC team member will continue the usual session via telehealth.
2. Delivering phone sessions and/or video sessions on an individual basis if client is receptive and agreeable to this alternative in lieu of any social group programming.
3. Medication checks and any necessary additional medication adjustments/modifications will be delivered via telehealth.
4. Assessing participant 1:1 via face to face sessions between participant and CSC team member if participant is receptive and agreeable to this. Participants/CSC team members are being advised and frequently reminded to be aware of social distance, hygiene and safety precautions while navigating the community.
5. Sharing updates and announcements with all staff and participants as they are available (CDC guidelines and county specific information). Educating our young participants about the importance of engaging in CDC recommendations.
6. Continued participation in both 1:1 supervision and all consultation from state oversight and supervision will be expected via telehealth.
7. Ongoing team support during weekly meetings and increasing of staff support.
8. Continuing to provide 24/7 crisis triage.
9. Documenting all services rendered.



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