



**4/9/20**

**Subject: Modifications for WFS Family Based Mental Health and Family Focused Solution Based Services**

We reviewed the bulletins just released expanding tele health and will follow the steps outlined. When a family does not have internet capability, we will provide sessions, service coordination and crisis intervention via telephone. All teams will attempt to make contact with each family on their caseload to review the plan for service provision via video and/or telephone. Teams were instructed by Program Director on 3.16.2020 to review all crisis plans with families and update accordingly due to state of emergency declared by Governor Wolf. Team were instructed to take into account steps that may need to be changed to ensure safety and crisis planning. Plans for service delivery will evolve and be refined over time based on how long the state of emergency is in effect and in response to the individual needs of children and families.

**Therapy Services**

As stated above, therapy services will continue with individuals and families through the use of video or telephone. Therapists will contract with families to continue to provide services according to the treatment plans already in place. All services will be documented in progress notes and the therapists will complete signature exception encounter forms for services provided.

Therapists will review and revise treatment plans and crisis plans with the families according to regulations for Family Based and service description for Family Focused. Teams will provide copies of treatment plans and crisis plans to families via secure email. Teams will document review of the treatment plans and crisis plans in progress notes. Teams will note the reason for not being able to obtain electronic signature on the plans and will obtain electronic signatures as soon as they are able to see the family in person. New families will continue to be accepted into the programs and assessments will be completed with new families via telehealth.

**Crisis Intervention Services**

Crisis intervention services will continue to be provided to all families served by the programs. Teams will review/revise crisis plans during the week of 3.16.2020 and will update accordingly given the situation with COVID-19. Our on call crisis service will continue to operate and crisis services will be available to the families 24/7 in accordance with Family Based Mental Health Regulations and the service description for Family Focused Solution Based Services. For all face to face encounters, WFS clinicians will wear masks, as well as, observe the 6 ft social distancing, as per the state guidance recommended by the Governor throughout the appointment. All



crisis services will continue to be documented in the progress notes, treatment plans and crisis plans for the families.

### **Service Coordination Services/Family Support Services**

Teams will continue to coordinate services for families with other providers via telephone contact. Teams will ensure that treatment teams are working together to ensure that all families' basic needs are being met during this time. Teams will continue to use family support funds as appropriate to assist family with basic needs and new needs that may arise with the spread of COVID-19. All service coordination and use of family support funds will be documented in the progress notes and treatment plans for the families.

### **Team/Individual/Group Supervision**

The programs will continue to provide 2 hours/week of individual/team supervision via Skype conferencing. Supervisors are available to teams 24/7 to assist with crisis or questions that come up regarding treatment. The program director will continue to provide weekly supervision to supervisors individually and as a group to address client/staff needs. Group supervision for therapists will continue to occur weekly via Skype. Monthly staff meetings will also continue to occur via Skype.

### **Psychiatric Services**

All doctors and nurses at WFS will continue to provide medication management for all clients currently in medication management at all levels of care. Services will be provided via phone or via a web-based platform when available, when possible for families that have internet capacity