

Clinical Services Program Showcase

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Presenter #1

Name of Program & Contact Information

ZA'AKAH Shabbos/Yom Tov Mental Health Peer-Support Hotline

Our hotline is available around the clock on Shabbos and Yom
Tov via phone, SMS, and WhatsApp chat at:

888-492-2524

888-4-ZAAKAH



Program Description

The ZA'AKAH Shabbos/Yom Tov Mental Health Peer-Support Hotline was created in response to the mental health emergency posed by the first 3-day Yom Tov over Pesach during the initial COVID lockdowns of 2020. Initially the hotline consisted of one person whose cell number was publicized. During the following year we expanded and professionalized. The hotline is now:

- Open every Shabbos and Yom Tov (excluding chol hamoed)
- Operates 24 hours on any day the hotline is open
- Available via phone, SMS, and WhatsApp chat
- Offers peer-support only, not intended as a replacement for crisis intervention
- Each shift consists of 3 agents available for calls, 3 agents for chat, 1 for SMS
- A licensed therapist is always on call during shift to debrief agents and advise in emergencies



Program Need

When our hotline began, we believed the need we were addressing was providing an outlet for people experiencing isolation to connect with someone who understood them. We immediately realized that the need was even more pressing. Our hotline now addresses the following needs:

- Providing guidance and support for abuse victims experiencing more severe abuse over Shabbos and Yom Tov
- Providing a safe place for support and grounding to people experiencing intrusive thoughts of self-harm or eating disorders
- Providing a safe and confidential outlet for those who need extra support on Shabbos and Yom Tov while not alerting their families to the fact that they use electronics on Shabbos and Yom Tov
- Providing resource referrals to callers who need them
- Being a resource that is culturally aware, staffed primarily with Orthodox volunteers who make Orthodox callers comfortable with their decision to use their phones on Shabbos and Yom Tov for mental health purposes
- Providing connection to those experiencing isolation on Shabbos and Yom Tov due to COVID, divorce, family alienation, or geographic distance from community



Implementation & Funding

- Volunteer The Hotline started with 20 volunteers and 4 phone lines. Since then it has expanded to include:
 - Volunteer corps of 40 agents
 - 4 phone agents per week
 - WhatsApp/SMS chat staffed by 4 agents a week
 - 6 therapists/debrief agents
 - 2 crisis counselors
 - Upgraded VOIP Infrastructure
 - Costs of operation: \$6500 per year



Outcomes

To date the ZA'AKAH Shabbos/Yom Tov Mental Health Peer-Support Hotline has served:

- 292 unique callers
- 929 calls
- 10,496 minutes of talk time
- 114 unique chat conversations
- 273 total chat conversations
- <1 minute Average response time



Presenter #2

Name of Program & Contact Information

ONE STEP AT A TIME

**A Substance Use
Awareness, Education,
& Prevention Workshop**



presented by

**Marla Meyers, Executive Director
Samost Jewish Family & Children's Service
of Southern New Jersey**

1301 Springdale Road, Cherry Hill, NJ 08003 | (856) 424-1333



PowerNET
2022

Program Description

- Interactive workshop addressing addiction awareness and prevention for tweens, teens and their families
- Live or virtual
- Led by licensed LCSW and LCADC
- Interactive technology allows “real time” participation
- Provides healthy and age-appropriate coping and communication strategies
- Customizable for different grade levels, curricula, or parent-only presentation

Program Need

- Declining mental health of tweens and teens as reported by CDC
- Isolation, anxiety and depression caused by COVID-19 pandemic
- Alarming increases in vaping and alcohol use in tween and teen populations
- Increasing youth overdoses due to fentanyl-laced prescription drugs
- Impact of marijuana legalization
- Ready availability of potentially dangerous OTC substances at convenience stores and pharmacies

Implementation & Funding

- Robust outreach and tailored marketing to schools, community partners, and houses of worship
- Skilled facilitator and poignant video segments
- Use of interactive, anonymous Mentimeter software
- Program offered free of charge due to grant funding from local government and Gregg B. Wolfe in loving memory of his son, Justin.

Outcomes

- 7,362 middle and high school students and parents/guardians educated
- 86% report increased awareness of negative impacts of substance use
- 82% report feeling better prepared to discuss this topic with others

What 3 words best describe your experience today?



Presenter #3

Name of Program & Contact Information

PEARLS

Program to Encourage Active and Rewarding Lives

Jewish Family Services St. Paul
1633 – 7th Street W, St. Paul, MN

Tara Burns, MA
PEARLS Counselor & Program Coordinator
tburns@jfssp.org
Cell (763)300-3146

Program Description

What is **PEARLS**? **P**rogram to **E**ncourage **A**ctive and **R**ewarding **L**ives

- Individuals age 55+ or caregivers age 50+ with **mild to moderate depression**. No diagnosis needed.
- Screen using PHQ-9
- Depression = little interest or pleasure in doing things, sleep problems, low mood, low energy, +/- appetite, feeling bad about self or a failure, slower movement, fidgety, suicidal ideation.
- Eight in-home or virtual sessions over 6-7 months + four monthly follow-up phone calls.
- PEARLS focuses on Problem Solving Treatment (PST) and emphasizes addressing life's issues through setting SMART goals.
- Engaging in social, physical and pleasurable activities between sessions.

Program Need

- MYTH: Depression is a normal part of aging.
- FACT: Most older adults feel satisfied with their lives, despite having more illness or physical problems.
- More often a combination of factors
 - death of a loved one or friend (normal grief)
 - retirement, loss of meaning/purpose in life
 - moving from a house to assisted living
 - a serious/chronic illness
 - loss of/limited transportation options
 - **social isolation**
- Older adults are more likely than any other group to “handle it themselves.” Only 42% seek help.
- Sources: counseling.org, American Psychologist, Journal of Social Issues, mentalhealthamerica.net

Implementation & Funding

- Evidence based program of the University of Washington Health Promotion Research Center started in 1990s. Offers PEARLS coach trainings and monthly program support meetings.

JFSSP PEARLS funding is provided by:

- *A Live Well at Home* grant from the Minnesota Department of Human Services
- Caregiver support grant from Trellis (Metropolitan Area Agency on Aging)

Outcomes

- PEARLS shows a positive effect in:
 - remission of depression = a score of below 5 on PHQ-9
 - treatment response = greater than 50% reduction in PHQ-9 score
 - which are common clinical targets for depression treatment.
- Research indicates that increasing pleasurable activities may be as effective as cognitive behavioral therapy (CBT) in treating depression.
- Individuals learn how to:
 - Recognize signs of depression and reduce depressive symptoms
 - Become more engaged with family, friends, and enjoyable activities
 - Develop goals to increase social, pleasurable and physical activities
 - Move into action and make lasting healthy changes
 - Improve quality of life and have a more positive outlook
 - Lead a more active and rewarding life

Presenter #4

Name of Program & Contact Information



Ruth & Norman Rales Jewish Family Services
Mental Health Services Department.

Collaborative Psychiatry Expansion

Ronald Corbin, V.P. of Mental Health Services

Program Need

JFS has been providing general psychiatry services in the community since 2014 but was unable to keep up with the demand for services. In our catchment area there has been a scarcity of Psychiatrist and services. Established psychiatry practices are no longer taking new patients or are too expensive for many patients.

Our senior management had the long term vision to start discussions and worked diligently to formulate a partnership with FAU School of Medicine in becoming an outpatient site for FAU's 3rd and 4th year residents in the field of Psychiatry. This collaboration had a robust impact on the ability to offer affordable and arguably some of the best quality psychiatric care in the our area.

This response to a community issue has led to significant Growth and Change as we thrive to provide help, hope and humanity to our community.

Program Description

The Program is a collaboration between JFS and Florida Atlantic University's Schmidt College of Medicine to bring psychiatry residents to JFS.

This partnership allowed JFS to extend our psychiatry service capacity to include:

- Pediatric Psychiatry (children and adolescents).
- Increased days and hours of service
- Shorter appointment wait times.(new appointments within days)
- Clients continue to benefit from years of experience, passionate, client centered care.
- Training and education of clinical team

Implementation & Funding

Building on the existing model

- Expansion of EHR system to accommodate 8 medical residents and 2 licensed Psychiatrist.
- Staff Training
- Medical equipment
- Scheduling

Revenue is generated by fee for services:

- Sliding fee scale
- Commercial insurances
- Medicare

The benefit of long term projection

- 3 years in the making
- We can not be myopic when developing plans to meet community needs

Not being afraid of change to meet clients needs;

- EHR, credentialing , staff to manage operations, billing challenges, new quality measures

The price of doing business

- Supplies, subscriptions, severity of cases, case reviews, prescription challenges

Outcomes

- In the face of the impact on services from COVID-19 we have seen a \$300+k revenue increase since the inception of this program's \$1.5 million budget.
- Number of Psychiatry clients were almost 3X times the previous years.
- Increased cross referrals between Psychiatry and Psychotherapy clients.
- Introduction of Pediatric psychiatry.
- We have served 412 new clients, 81 were children.
- The continuation of strong relationship with FAU as we prepare for the 3rd cohort of medical residents.

Dr. Ashley Beattie, MD (Psychiatrist & FAU Resident Supervisor)



Presenter #5

Name of Program & Contact Information



Fee for Service Care Coordination

Jewish Family Service- St. Paul

- *Bonnie Jaffe RN*
- *(651) 497-8248*
- bjaffe@jfssp.org

Program Description

Fee for Service Care Coordination

Clients work with care coordinators who become the primary coordinators for the delivery of multiple services. Care coordinators work with both the client and their family.

Care Coordination is tailored to the unique situation and may include some of the following:

- Arranging and accompanying to medical appointments
- Follow the senior through hospital, nursing home, and transitional care unit (TCU) stays
- Providing reports to family members
- Coaching and education for caregivers
- Coordinating services in the home
- Ordering medical supplies and equipment

Program Need

Fee for Service Care Coordination:

- Program was developed in 2006 to serve the needs of people in the middle to upper income level.
- JFS found that we were already helping people that qualified for waived services but middle to upper income folks were not able to access Care Coordination Services.
- Fee for service can also serve as a bridge or connector to public assistance programs for lower income people
- JFS had been serving this population free of charge until 2006. Demand became so great that the decision was made to charge people on a sliding scale basis.
- JFS also found many people reaching out to us for help with relatives that lives in the Twin Cities. These relatives were not able to access services and needed help in order to take care of their aging or disabled family members.
- This programs meets the needs of a population often overlooked or underserved through traditional service models (public assistance)

Implementation & Funding

Implementation of this Program:

- Initial Assessment of the client before services begin which includes completing all paperwork relevant to the service
- Customized Care Planning depending on the goals/needs of the client/family
- Continuous evaluation as goals are met and evaluation of new goals

Funding:

- Fee for service (sliding scale from \$0- \$95 fee/hour). We charge in 15-minute increments and billed monthly to the responsible party.
- Program is also funded by donations, local Jewish Federation of St. Paul

Outcomes

JFS started this program in 2006 with just 2-3 clients at that time. This program initially was run with a part time RN Case Manager. (18 hrs./week)

Through the years, we have seen a great increase in the need for the services. On average, a full time RN Case Manager has about 12-15 clients and 6-8 that are very active needing weekly assistance.

Another point is that some client's need the services for very short periods of time (ex; is post hospital planning and care) and others have ongoing needs (ex; someone with dementia trying to stay in the home if possible)

This program has raised the profile of JFS in the community, particularly in the Jewish community. Awareness has spread throughout the Twin Cities of this program and referrals come from all areas and builds connections with other agencies.

Q & A (at tables)