



Operational Service Plans

Department:	Mental Health Center	Date:	5/27/2020 Updated: 6/5/2020
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Proposed Service Delivery Model (includes PPE / Sanitizing Supplies)

Describe how your department functions will operate under the “new normal” (i.e. eliminating face to face meetings; prioritizing who we see and how we’ll service them; considering Governor’s waivers; what PPE is needed; what types of sanitizing is being done and supplies needed).

- Function A Mental Health Center Intake
 - Intake for the MHC is done via telephone/telemedicine.
 - To make an appointment call 952-496-8481
 - Intake **Line One** takes all incoming calls
 - Intake **Line Two** gets calls when Line One is busy
 - Intake **Line Three** gets overflow calls when Line One and Two are busy
 - Calls are triaged for level of need
 - Crisis calls are transferred to a therapist if longer/immediate intervention is needed
 - Tele-therapy appointments are scheduled (if staff are in the office they will utilize space throughout the MHC to exercise appropriate social distancing)
 - Intake paperwork is sent and signed electronically or mailed if client does not have electronic devices
- Function B Mental Health Center Crisis
 - All functions are performed via telemedicine and can be done from home except for jail and some crisis assessment
 - Therapists and psychologists’ schedules are updated daily so that any openings available for tele-crisis or jail crisis are immediately accessible to intake/scheduling
 - In person crisis and therapy appointments:
 - Scott County Mental Health Center by appointment only crisis assessment pre-appointment screener:
 - Are you in imminent danger to self or others or experiencing serious physical symptoms? If yes, call 911 or report to local emergency services.
 - Are you experiencing a mental health crisis?
 - Are you able participate in a telemedicine session? Do you have access to a telephone or computer with internet? If telemedicine is an option, face to face appointment will not offered.
 - Do you currently have a therapist, psychiatrist or other mental health provider?
 - Screener will then conduct a customers health screening using the current [Visitor/Employee Health Screening Tool](#) provided in the Health and Safety section of the COVID-19 Site.
 - If the client/customer provides a positive response (yes) to any of the health questions, the appointment cannot be made, and alternate services should be explored.
 - If the client does not have any identified symptoms the appointment setter will inform the client about the expectation that all they cancel their appointment if any of the symptoms are present the day of the appointment.
 - All clients will be required to wear a face mask. Please bring one from home if you have one. If you do not have one, temporary masks will be available. You will not be permitted to enter the building without one.

- In order to practice proper social distancing, staff will maintain a 6-foot distance before, after and during your appointment. Since our building will otherwise remain closed to the public, staff will escort you in and out of the building.
- All meeting spaces will be cleaned and sanitized by MHC staff between appointments.
- Only you will be permitted into the building. We are sorry that we are unable to allow children, partners or other guests to accompany you at this time.
- When you arrive for your appointment, please call the Reception Desk at 952-445-7751. Please identify yourself, and the therapist will meet you at the west door of the Government Center facing 5th street. When facing the building in the parking lot on the South Side of the Building it is the door to the west not the door near the flag
- If you are unable to attend your appointment or if you are in need of other assistance, please call 952-445-7751.
- Space will be booked on a first-floor conference room
- During the visit with the Therapist:
 - Client will call 952-445-7751 to notify the therapist that they have arrived
 - Therapist will greet client at the front door and ensure they have a facemask
 - The Therapist will then conduct a customer health screening using the tool on the Covid-19 Health and Safety site.
 - If the client/customer provides a positive response (yes) to any of the health questions or has obvious physical covid-like symptoms, the client will not be allowed into the building, and alternate services should be explored.
 - Therapist can assist the client in the building if needed by using the handicap button to punch people in to keep social distancing space.
 - Only the client being seen will be allowed access into the building
 - Staff and client will wear a mask (Staff will always wear a mask. In the event that a client has difficulty wearing a mask, they may remove theirs as long as a distance of 6 feet is maintained)
 - Upon completion of the session, the client will be escorted to the door
 - Staff will wipe down surfaces of the table/conference room utilized upon completion of the visit
- Crisis assessments of jail inmates will be conducted in person behind glass and through a telephone at the jail. Therapists will wear mask and disinfect telephone and surfaces of interview room.
- Function C Therapy
 - Therapy and diagnostic assessment sessions are conducted via telemedicine
 - New referrals and crises are provided intake paperwork electronically, scheduled and opened in the EHR (Electronic Health Record) by Administrative Support Staff
 - A tele-therapy session is arranged by the therapist
 - Crisis may be directly transferred via telephone to a therapist or scheduled for a same day tele-therapy appointment depending on clinical presentation
 - Clients without video capability are provided telephone therapy or may schedule an in-person appointment
 - Waiver will need to be maintained to continue telemedicine appointments
 - Waiver will need to be maintained to continue to authorize home to home billing
 - Waiver will need to be maintained to authorize phone therapy when they can't get a video feed
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- Function D Medication Management/Psychiatry
 - Psychiatry Appointments are conducted via Telemedicine.
 - The psychiatrist and RN are located at the clinic –Scott County Mental Health Center (with plenty of space to work away from each other)
 - Prescriptions are managed directly with pharmacies via telehealth
 - Psychiatry services to jail inmates are delivered at the jail through glass and telephone. Providers use face masks and disinfect surfaces and telephone (may see approximately 5 a week who will need disinfectant).
- Function E Day Treatment
 - Day Treatment services are provided via telemedicine and telehealth.
 - Individual therapy, groups, family therapy and diagnostic assessments are provided through telemedicine.
 - Crisis plans and daily check ins are provided via telehealth for clients as needed
 - Diagnostic Intakes will continue as scheduled via telemedicine.
 - Waiver, required by DHS, will need to be maintained to continue telemedicine appointments
 - In person Day Treatment :
 - Day Treatment will be offered at Southwest Metro’s Reflection location 5 days a week for clients where it is determined that it is medically necessary for in person treatment and the parent has agreed to service. The criteria includes level of risk, severity of symptoms and ability to participate in telemedicine. The Mental Health Director and Supervisor will consult and approve all participants for face-to-face services prior to services occurring.
 - Day Treatment Therapist will contact the parent or legal guardian to go over the following script for those who may attend:
 - There is some important information I need to cover with you before scheduling your appointment.
 - Employees will conduct a customers health screening using the current [Visitor/Employee Health Screening Tool](#) provided in the Health and Safety section of the COVID-19 Site.
 - If the parent or guardian provides a positive response (yes) to any of the health questions concerning the youth client, the appointment cannot be made, and alternate services should be explored.
 - If the parent or guardian indicate the client does not have any identified symptoms the appointment setter will inform the parent or guardian about the expectation that all they cancel their appointment if the client has any of the symptoms prior to the day of service.
 - Parents and legal guadians providing transport for the client must remain at the bulding until the client has been cleared to participate in the daily program.
 - On a daily basis, parents will be responsible to monitor their child’s health and keeping them home if they are symptomatic. Your child’s temperature will be checked prior to entering the building each day.
 - All visitors will be required to wear a face mask. Please bring one from home if you have one. If you do not have one, masks will be available. You will not be permitted to enter the building without one.
 - In order to practice proper social distancing, staff will maintain a 6-foot distance before, after and during your appointment. Since our building will otherwise remain closed to the public, staff will escort you in and out of the building.

- All meeting spaces will be cleaned and sanitized by SouthWest Metro staff between program sessions..
- Only your child will be permitted into the building. We are sorry that we are unable to allow parents, partners or other guests to accompany the client at this time.
- All clients will be met at the door for Reflections by the therapist.
- If you are unable to attend your appointment or if you need other assistance, please call 952-445-7751.
- During the session/group visit with the Therapist:
 - Therapist will greet client outside the classroom door for Reflections (they will not need to walk through the mall) and ensure they have a face mask.
 - The Therapist will then conduct a customer health screening using the tool on the Covid-19 Health and Safety site.
 - If the client provides a positive response (yes) to any of the health questions or has obvious physical covid-like symptoms, the client will not be allowed to join the service, and alternate services should be explored.
 - Therapist will take client’s temperature by a non-invasive thermometer prior to the youth entering the building. If the client’s temperature is greater than CDC recommended baseline, the youth will not be allowed to join the service and sent back to the waiting parent or legal guardian.
 - Only the client(s) being seen for group will be allowed access into the building
 - Groups will be limited to allow for social distancing with a maximum of 6 youth per group.
 - Groups will run 3 separate 45-minute sessions
 - Staff and client will wear a mask (Staff will always wear a mask. In the event that a client has difficulty wearing a mask, they may remove theirs as long as a distance of 6 feet is maintained)
 - All materials will be assigned and stored in a bag/container and only allowed to be used by that assigned client
 - Clients will also have their own dedicated space for the course of the group work
 - Upon completion of the session, the client(s) will be escorted to the door
 - SoutWest Metro janitor will wipe down surfaces of the table/group room utilized upon completion of the visit and is also responsible for bathroom cleanings. If the janitor staff is not available, Therapists will wipe down surfaces.

Level of Staff Changes and Resource Needs

Describe staff changes based on your department’s functioning under the “new normal” (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

Approximately 5 staff will be in the office on any given day.

- Function A/B Crisis/Intake
 - All crisis/intake functions can be performed remotely and seamlessly with no need to come into the office. All 5 intake staff are crossed trained and have capability for all crisis/intake functions.
 - Two therapists are scheduled each day 8:00-4:30 to be on call to go on site to jail for crisis assessment or onsite through first floor if needed with 2 backups on call in place.

- 28 remote therapists are trained as backup for on-site jail and to provide tele-crisis intervention
- Backup administrative support is trained on medical records and e signature process
- All MHC intake, insurance, HIPAA, client's rights, treatment plan, functional assessment documents have been built in HIPAA compliant e-sign website Intake. Therefore, giving us 100% electronic/paperless capability for client signatures. We will also meet all rule 29 and fed and state requirements.
- All intake staff have laptops with EHR
- **Disinfecting solution, wipes and hand sanitizer** will need to be provided for table and surface cleaning after therapy appointments or jail visits. Gloves may be optional for sanitizing areas depending on presence of body fluids.
- **Soap refills and hand towels** need to be stocked on a frequent basis in CS bathrooms
- **Masks:** Staff will keep a small supply of masks on hand for clients who do not bring them
- Function C Therapy
 - Therapists will continue to serve clients via telemedicine.
 - Priority will be given based on severity of symptoms and urgency of need
 - Daily updates of clients, urgency and symptoms are provided by each therapist in case of need for another provider to step in unexpectedly. Backup for each therapist-20.
 - If video capability is not possible for client, then telephone therapy will be provided
 - Doxy.me and WebEx (HIPAA Compliant endorsed by APA and approved by Scott COUNTY IT) is utilized for telemedicine
 - Treatment plans signed remotely via Intake Q.
 - All Providers have laptops with EHR and are trained on WebEx, Doxy.me, and IntakeQ
- Function D Medication Management / Psychiatry
 - Psychiatry is providing more refills for medications as clinically appropriate.
 - Back up for RN- 2 public health nurses cross trained
 - Back up for psychiatry at jail is primary MD and/or second contract psychiatrist.
 - Mental health professional from MHC can provide mental health assessment. Jail MD can prescribe.
 - Remote capability for MD and RN if needed.
 - Providers have laptops with EHR
 - **Disinfecting solution, wipes, hand sanitizer** will need to be provided for table and surface cleaning after jail visits.
- Function E Day Treatment
 - Providers have laptops with EHR
 - Providers are trained in Doxy.me, WebEx, IntakeQ, telemedicine
 - The 5 day treatment therapists have daily meetings to update so that any can backup others with clients as needed
 - DT supervisor can provide backup for services if needed
 - **Disinfecting solution, wipes, hand sanitizer** will need to be provided by SouthWest Metro for surface along with bathroom cleaning.
 - Gloves may be optional for sanitizing areas depending on presence of body fluids.
 - **Masks:** Staff will keep a small supply of masks on hand for students who do not bring them

Ensuring sick Employees stay home/Identifying sick Employees

Prior to leaving for work, employees are required to perform a self-assessment using the current [Visitor/Employee Health Screening Tool](#) provided in the Health and Safety section of the COVID-19 Site.

If the employee provides a positive response (yes) to any of the health questions, the employee should remain at home and contact their supervisor, who will consult with the Occupational Health Nurse for recommendations and guidance.

Employees who present any of these symptoms while at work will immediately report their condition to the supervisor. If the employee is deemed *sick*, they will be removed from their worksite and sent home or isolated until they can leave work.

Employees who present these symptoms following a work shift (prior to reporting for another shift) will contact their supervisor. They will be directed to remain at home and the Occupational Health Nurse will provide guidance.

In accordance with CDC guidance, the workstation and equipment used by an employee with these COVID-19 like symptoms will be taken out of service and not used for at least 24 hours. At the end of that period, the area and equipment may be sanitized using routine cleaning procedures.

In any case, when the employees' worksite/station and equipment used cannot be taken out of service for the required 24 hours, the area and equipment must undergo a deep cleaning procedure, following CDC guidelines, prior to being used by other employees.

Identifying Sick Clients:

A client who reports an illness or presents covid-like symptoms while receiving services in a Scott County Facility, will be escorted out of the building or isolated until transportation can be arranged. The areas and equipment used by the client will be isolated and taken out of service for at least 24 hours. Areas visited or used by the ill clients must be disinfected before allowing other client to enter those areas. Following the 24 hour period, the workstation and equipment must be sanitized using routine cleaning procedures.

For clients in Day Treatment, all parents or legal guardians of all face-to-face program clients will be notified of the potential exposure and asked to monitor their child's symptoms. Additionally, for 14 days, masks must be worn at all times while in programming regardless of ability to social distance.

For clients in Day Treatment who present these symptoms will report these symptoms to their therapist and the therapist will consult with their Supervisor and the Scott County Occupational Health Nurse for guidance.

Training/Communications:

This Operational Service Plan has been communicated to all departmental employees and necessary training is provided to all staff conducting services, including back-up functions. Additionally, all employees will receive ongoing safety and procedural updates as needed.

Managers and supervisors are responsible to monitor the implementation and effectiveness of this plan, and to make recommendations for improvement based on their observations, or the input and observations of department staff. Supervisor will develop a plan to visit the site either virtually or in person on a regular basis.

This plan has been posted on the County SCOOP site and is available to all employees.

Enforcement:

Managers and employees are responsible to monitor and enforce safety processes. Coaching and corrections will take place when violations occur.

Discontinuation of Services / Shut down:

If illness, contamination or other conditions reduce the minimum resources or employees required to provide services in a manner consistent with this Operational Service Plan, the service will be discontinued, and notices given to customers/clients and staff.

Division Director Comments

Strategic Branch Comments

April, 2020

Considerations for next steps:

- *Does the current pandemic and the anticipated growth in the demand for mental health services result in a re-examination of hiring the new supervisor? Should that hiring be moved forward unstead of the planned 4th quarter start? This would provide backup to a critical position.*
- *The primary psychiatrist at the MHC as recommended another psychiatrist as a back-up for providing medications to MHC patients and the jail. The Strategy Team will initiate a request through Logistics for a contract for the back-up psychiatrist.*

County Administrator Comments

April, 2020:

Do the staff have the MDH 6 questions – they should be readily available. What support are we providing the schools during this time frame?

June 5th approved. LV

County Administrator Signature _____ Lezlie Vermillion - June 5

Operational Service Plan Updates

Please include date the change goes into effect and reason for change.

Executive Order 20-11 authorizes the Commissioner of the Minnesota Department of Human Services (DHS) to seek federal authority to temporarily waive or modify certain requirements for federal programs. Under these waivers, the Mental Health Center has had the ability to serve clients by telemedicine and phone services. However, some residents may not have access to these computer or telephone and/or may benefit from a face-to-face meeting especially for crisis services. As this pandemic continues, the need for responsive local mental health options will be critical to meeting the needs of community and individual well-being.

Effective June 8, 2020, consistent with the summer school session start date, Day Treatment will open only to clients that can not be served through telemedicine and phone services due to risk level and severity of symptoms.