

Town of East Haven, CT
East Haven Counseling & Community Services Commission
REGULAR MEETING MINUTES – 7:00 p.m.
September 22, 2020 @ 7 p.m.
595 Thompson Avenue, East Haven, CT 06512
Via ZOOM

The East Haven Counseling & Community Services held a Meeting on Tuesday, September 22, 2020 at 7:01 p.m. @ East Haven Senior Center, 55 Thompson Avenue, East Haven CT, 06512

Roll Call

Chairman Matt Abbott, Nicole Serio-Merritt, Arlene Hackbarth, Samantha Batson, and Amy Derbacher were present. Also in attendance was Ms. Beth Trotta, LCSW, BH Care Director.

1. To consider and approve minutes from June 23, 2020 meeting.

A change is requested to change error of date to reflect June 23, 2020 as the date of the last meeting on agenda as of these minutes. Amy Derbacher makes a motion to accept the minutes with the change. Samantha Batson seconds the motion. All in Favor. Motion Carried.

2. Ms. Beth Trotta, Program Manager to update commission on current clinic situation.

(Handouts given to commission)

Data for the month of July & August 2020. Ms. Beth Trotta stated that they had 10 calls requesting service. Of that 5 were referred out or not eligible/not appropriate or no response. 0 did not show for orientation/intake. For admissions we had 3, and 2 discharge. We have 83 for DMHAS admissions and 62 for Non-DMHAS. The current active caseload is at 145. We accumulated hours

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of in-kind services of 6 hours. We had accumulated 315 billable hours. Productivity is at 52% No Show Rate 14.5%, and number of Clients service hours (appointments made and kept) 572. Revenue this period \$32,531.22 /FY 2020 to date \$231,104 .

Beth Trotta states that discusses the comparison from the last 4 years. This year was impacted by COVID and we were down 2 clinicians. Matt questions service hours vs. billable hours. Beth states some appointments were longer or shorter in duration and may take 2 appointments to make one billable hour. In addition to tele-health we are doing 30 minutes appointments and are able to generate more billable hours with shorter appointments vs. our normal 45-60 minute appointments. Beth states that moving forward for fiscal year 2021 one clinical position was eliminated and will only have 3 clinicians. We worked on our intake process in making it safe for people to come in. We put a lot of the informational pieces on our web-site now and mailed them the forms to sign to verify. One of the things we also worked on as not everyone is not appropriate for tele-health and need to come in, we took the room in the back and converted that into safe space. We also installed a plexi-glass barrier between the client and clinician on the desk. Dominic comes in everyday and clean offices so we have clean spaces everyday as well. The psychiatrists are still also doing tele-health right now. The prescribers' are still using the chrome-books for the Department of Education. In sad news our APRN – Jackie her husband passed away last week – our office was closed to attend services today.

4. Commission Comments.

None

5. Public Comment.

None

6. **Discuss and approve any other matters that may come before the commission.**

None

7. **Adjournment**

Samantha made a motion to adjourn at 7:23 p.m. Amy seconded the motion.
All in Favor. Motion Carried.

Respectfully Submitted,

Temple Smith

East Haven Counseling & Community Services Commission Clerk