Connecting During COVID-19
Pros and Cons
Crisis Services include those provided through the Access Center, Children’s Crisis Response, Crisis Intervention, and Children’s Crisis Stabilization.
Non Crisis Encounter Locations

% of Encounters

Location
- COVID-19 Phone (Audio Only)
- COVID-19 Telehealth (Video)
- Home
- Office
- Other
- Telehealth

Non Crisis Services include all services except those provided through the Access Center, Children's Crisis Response, Crisis Intervention, and Children's Crisis Stabilization
Psychiatry
Psychiatric Stabilization Clinic
Greenwood Clinic
Methods

• Skype – Individual at Home
• Skype – Individual at Access Center
• Phone Appointment
Pros

• Easier for Some AFC Homes

• Improved Show Rates in Access

Cons

• Labor Intensive

• Technology Needs of AFC Homes

• Individuals Not Interested in Virtual Appointments

• No Show Rates Higher in Greenwood

• Some Aspects of Physical Presentation are Lost on Video
Population Specifics

AFC Homes

I/DD

MI
Access

Assessments for Services
Methods

• Skype – Individual at Home
• Skype – Individual at Access Center
• Phone Appointment
Pros

• Convenience

Cons

• Decrease in Requests
Crisis Services

Adult Crisis Intervention
Kids Mobile Crisis
Kids Crisis Stabilization
Methods

- Skype – Individual at Home
- Skype – Individual at Access Center
- Phone Appointment
**Pros**
- Quicker Access
- More Flexibility

**Cons**
- Technology Barriers
- Lack of Participation by Phone for Youth
- More Difficult to Build Rapport
- Inability to See Home Environment
- Unable to Work with Child/Parent Separately
- De-escalation More Difficult
Population Specifics

- Adults
- Kids
Methods

- Video Visits via Spectrum Health Now
- Phone Appointments
- Email
- Online SMART Recovery Meetings
Pros

• No Transportation Barriers
• Convenience
• Improved Attendance
• Shorter More Frequent Sessions
• Improved Participation in SMART Meetings
• Increased Access to Meetings

Cons

• Technology Barriers
• Lack of Privacy
• Some Modalities Not Feasible
• Limited Ability to Read Affect and Body Language
Population Specifics

- Younger “Tech Savvy” Adults
- Individuals Who Tend to be More Guarded
- Individuals Experiencing Domestic Violence
- Individuals Suffering from Isolation
Ongoing Services
Behavioral Health Home Supports Coordination
Methods

• Phone Appointments
• Skype
• Email
Pros

• Improved Attendance
• Improved Show Rates for Psychiatric Appointments
• Shorter More Efficient Sessions
• Improved Homework Completion

Cons

• Technology Barriers
• Difficulty Completing Forms/Paperwork
• Meetings with Multiple Family Members Difficult
Population Specifics

- Psychotic Disorders
- Personality Disorders
- Mood Disorders
- Nonverbal Individuals
- Individuals with I/DD
Peer Services

Care Management
Parent Support Partners
Methods

- Phone Appointments
- Texting
Pros

• Ability to Participate in Wrap/IEP Meetings via ZOOM
• Increased Comfort Level for Some vs. In-Person

Cons

• Technology Barriers
• Not a Substitute for In-Person Connection
• Challenges Managing Multiple Interruptions During Session
Population Specifics

“Tech Savvy” Adults

Homeless

Non-English Speaking Populations

Families
Healthy Transitions & Youth Peer Support
Methods

- Phone Appointments
- Texting
- Some Skype
Pros

• Responsiveness
• Daily Check In Texts Work Well
• Feel They Can be More Honest and Forthcoming

Cons

• Technology Difficulties
• Difficulties Building Rapport
• Skype is Not the Preferred Platform
• Lack of Face to Face Contact
• Inconsistencies with Contact
Population Specifics

- Stable Living Situation
- Support System
- Social Anxiety
- Homeless
Summary

• Technology Barriers Top the List for Every Population

• Some Successes in All Population Groups

• Services for Adults with Mental Illness See the Most Adoption
What’s Next?

• Provider and Consumer Telehealth Surveys

• Implementation of Telehealth Groups

• Reentry Planning