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TO: County Administrators

FROM: Mark Mortimer, Chief Operating Officer
Theresa Matson, Vice President of Behavioral Health and Community Based Services

RE: COVID-19 Communication for In Home Services (Including Multisystemic Therapy)

DATE: May 18, 2020

Maintaining the safety of our clients, families and staff continues to be the top priority of Adelphoi during the COVID-19 pandemic. Adelphoi continues to follow all guidance provided by both the CDC as well as the Pennsylvania Department of Health. As we move into the next phase of the pandemic we will continue to follow the guidance that the commonwealth has issued in regards to cautiously reopening different regions. Recognizing the importance of the work and activities that our programs provide, while ensuring safe operational practices, requires consistency and planning. Adelphoi is committed to remaining steadfast throughout the reopening process outlined by Governor Wolf. Several “standards” were announced by the governor’s office including prioritizing the attention given to vulnerable populations. Specifically, caution is being deliberately used in regards to loosening restrictions for these populations over the next several weeks and months. In preparation for the upcoming changes and directives, it has become evident that the process will be complicated. One of the primary contributing factors to these complications are the number of valued customers that Adelphoi partners with throughout six different regions. The outline below is not inclusive of every circumstance we will likely deal with, however provides some insight into Adelphoi’s plan on how we will operate as the commonwealth reopens. *We understand and are sensitive to the changing climate and circumstances that each county faces and will remain open to meeting, problem solving and adapting our plan as needed for Community Based Services (including Multisystemic Services).*

As of May 22, 2020, all Community Based Services (including Multisystemic Services) will be located in counties that have been identified as “Yellow”. As regions progress through the identified phases, Adelphoi intends to consider the location of the program, the location of the referral county, and the location of the family. We have been conducting therapy and sessions via secure telehealth platforms since March 16, 2020. The response has been positive, not only with client and family engagement, but with treatment outcomes. The following operational procedures will be implemented in the yellow phase.

Level One-Upon turning Yellow

- Referrals for all program will continue to be accepted and opened quickly.
- Sessions will continue to be conducted via secure telehealth platforms.
- Staff continue to work remotely, and are reporting to their designated Adelphoi office location as needed.
- Staff will be able to drop off needed supplies and/or documents to families at their home.
- Staff can participate in court hearings and county meetings telephonically or via telehealth options. When in person attendance at court hearings or county meetings are required, accommodations can be made.

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Level Two-Yellow is sustained for a period of four weeks

- In person contact with clients and their families will be assessed on a case by case basis.
- Our staff will follow stakeholder expectations/guidelines around visiting the stakeholder offices.
- Face to face visitation sessions may occur in designated counties.
- We will continue to follow all other Level one guidelines listed above.

Level Three-Upon turning Green

- A family survey will be conducted to prepare and educate clients/families prior to occurrence of face to face sessions.
- Face to face sessions with clients and families will begin.
- Based on program expectations, staff will be available to transport clients to appointments, meetings, hearings, etc.
- Adelphoi staff will attend and participate in designated court proceedings and county meetings in person.
- In certain circumstances and based on family need, telehealth platforms may continue to be utilized.

All other safeguards and practices that were implemented over the past several months will remain in place and be evaluated on a regular basis.

Should you have any concerns with the points listed above, please contact one of the administrators listed below.

Mark Mortimer, Chief Operating Officer (724) 804-7011

Theresa Matson, Vice President of Behavioral Health and Community Based Services (724) 804-7018