

AGENCY DIRECTORS' REPORT

AGENCY: Rural Clinics

SUBMITTED BY: Tina Gerber-Winn, Agency Manager

DATE: 9/8/2020

Reporting Period: 9/1/2020

STAFFING

Positions filled: Mental Health Technician (Winnemucca)

Vacancies: 3 Psychiatric RN 2 (Carson); 2 Mental Health Counselor 3 (Winnemucca, Ely); 3 Psychiatric Caseworker 2 (Silver Springs; Elko; Pahump); Licensed Psychologist 1 (Rural); Clinical Program Manager 1 (Elko); Administrative Assistant 4 (Carson City)

Difficulties filling: In general, there are limited applicants for the licensed clinical positions. Some need for services is addressed by telehealth from various clinic locations. Currently, vacant positions are slow to be filled due to a statewide hiring freeze.

CASELOADS/WAITING LISTS

Program: Outpatient Counseling

Caseload: 113 Youth; 599 Adult

Waiting List: 9 Youth; 65 Adult

Program: Residential Supports

Caseload: 0 Youth; 24 Adult

Waiting List: 0 Youth; 0 Adult

Program: Service Coordination

Caseload: 15 Youth; 223 Adult

Waiting List: 0 Youth; 12 Adult

Program: Psychosocial Rehabilitation

Caseload: 2 Youth; 30 Adult

Waiting List: 1 Youth; 3 Adult

Program: Medication Clinic

Caseload: 293 Youth; 1608 Adult

Waiting List: 9 Youth; 44 Adult

Program: Mental Health Court

Caseload: 19 Adult

Waiting List: 0 Adult

PROGRAMS

A majority of staff have been telecommuting since mid-March. The agency obtained access to the electronic health record remotely to allow staff to complete clinical notes and treatment plan updates from home. Staff have been continuing to provide services either by telehealth or telephone. If clients do not have access to a computer or smart phone, they are seen in the clinic if not showing symptoms of illness. The Rural Clinics screening team in ensuring that behavioral health evaluations and referrals for services (to the agency or to community providers) occurs within a few hours or 2 days of service requests. Many service requests are received by mail, so it is difficult to schedule a screening appointment at times when potential clients don't respond to messages. The team in accumulating a list of resources and community provider information to allow for faster referrals to service. Clinic staff have been following safety protocols and have personal protective equipment to allow for service provision. The agency in working to improve telecommunication tools as this will be the main way clients are "seen" in the coming months. The agency also made a request for federal CARES money to upgrade computer equipment for some staff to further enhance the use of telecommunications. Caseload have reduced in all areas due to referrals out to community providers, staff availability and the pandemic.

Service Needs/Recommendations

None.

Agency Concerns/Issue

Interest is high in building caseloads safely. The agency will work with the Governor's Finance Office to finalize the budget request for the next biennium.