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**Town of East Haven, CT**  
**East Haven Counseling & Community Services Commission**  
**REGULAR MEETING MINUTES – 7:00 p.m.**  
**April 28, 2020 @ 7 p.m.**  
**595 Thompson Avenue, East Haven, CT 06512**  
**Via ZOOM**

The East Haven Counseling & Community Services held a Meeting on Tuesday, April 28, 2020 at 7:03 p.m. – via ZOOM, public log in information was provided on the agenda.

**1. Roll Call**

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

**2. To consider and approve minutes from March 24, 2020 meeting.**

Arlene Hackbarth makes a motion to approve the minutes. Samantha Batson seconds the motion. All in Favor. Motion Carried.

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

**(Handouts given to commission)**

Data for the month of April 2020. Ms. Beth Trotta stated that they had 20 calls requesting service. Of that 20 were referred out or not eligible/not appropriate or no response. 0 did not show for orientation/intake. For admissions we had 4, and 9 discharge. We have 83 for DMHAS admissions and 72 for Non-DMHAS. The current active caseload is at 155. We accumulated hours

of in-kind services for the Dept. of Education of 0. We had accumulated 163 billable hours. Productivity is at 58.9%. No Show Rate 10.2%, and #of Clients Seen were (appointments made and kept) 196. Revenue this period \$16,117.26 /FY 2020 to date \$162,724.11

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Beth Trotta states that they did keep track of the calls and averaged about a call a day. She was able to refer just about everyone who called to Clifford Beers, The Shoreline Family Health Center and they were also looking for a primary care provider. When looking at our caseload we discovered that clients were not being taken off the master list, when you get the numbers they will look different so these are corrected numbers. We now have an accurate caseload – I counted every chart. We are currently at 2 clinicians. Beth states that we are continuing to look for an LCSW position so we can get back to our total of 3 clinicians. The town and BH Care now finally have a signed contract. They made the contract so that it can go year to year without needing a signature every year. As you know we stopped seeing clients and went to tele-health around March 16<sup>th</sup>. It took us about a week to figure out billing and how to manage that so about March 23<sup>rd</sup> we were fully tele-health and that came out to be 73 appointments with tele-health. Sometime in the first or second week of April all staff began working from home. I am the only one in the building now, the bookkeeper and secretary come in about an hour a day as there are some things they cannot do from home. We are fully seeing clients and are in touch with everyone just not from the office. I received notice today that the town will be back to work May 4<sup>th</sup> which means our staff will come back as of May 4<sup>th</sup> as well. We are going to talk with the staff as to how we are going to do this as none of the computers in the clinic have cameras or audio and cannot support telehealth; people have been using their own personal computers to do that. We need to determine how we are going to let clients come back in so we need to figure that out. May 6<sup>th</sup> the Mayor will

present his budget to the Town Council and budget work- shops will begin May 11<sup>th</sup> which they will look at the Counseling Center budget and that will be a ZOOM meeting.

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Matt asks if there have been any issues with the staff using their personal computer. Beth states no most of our clients are wanting services via phone and those that want telehealth via video will do that, sometimes they will send me the forms and I will scan it in – we have a little system, it has worked really well and have been able to maintain services, clients love it, schedules stay full – it is actually been great. Matt asks if there are any concerns from the staff about coming back into the clinic to see patients. Beth states yes, there are some staff members that are not comfortable with it as we have a lot of clients that do not have the self- care skills – we have to do a lot of talks anyway to our clients about self- care. Matt asks if they have face masks available to give to clients that do have one. Beth states yes we were actually ahead of the curve during flu season as we were doing that anyway, if we could get more face masks that would be great I think I have one box left. Matt suggests an email or place a phone call to clients ahead of time of what to expect; face masks, hand washing etc. Beth thinks that there may be some clients that may not be coming back again – some have really high anxiety issues as it is. We found out Monday that Medicare is finally going approve phone therapy sessions – not sure if they will retro back or not but this now happening. – Our income will suffer a little from this issue, but maybe we will re-coup some of that income now. Matt asks if there are any leads for a new clinician. Beth states no is a matter of fact a friend of mine alerted me that our ad was not up on the NASW job board, so I wrote a nice little email the HR to have the ad on that particular site. If anyone knows of a licensed clinical social worker, please have them give me a call.

4. **Commission Comments.**

None

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5. **Public Comment.**

The board votes that if we have the option to still ZOOM for another month for the meeting and see where we are at that point.

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

None

7. **Adjournment**

Amy made a motion to adjourn at 7:20 p.m. Nicole seconded. All in Favor. Motion Carried.

Respectfully Submitted,

Temple Smith  
East Haven Counseling & Community Services Commission Clerk