

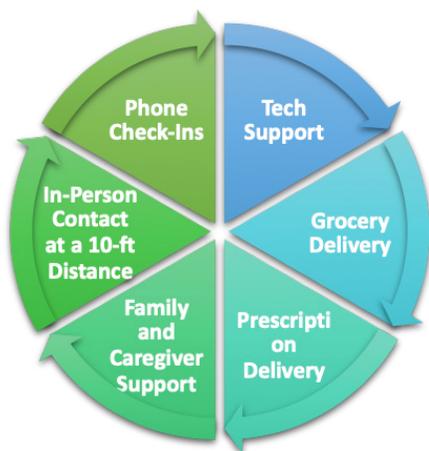
COVID-19 Response

" (During COVID), audio-only treatment was critical for the clients I work with; otherwise, they would have received no or very reduced care. Talking to computer screens tended to spike anxiety and paranoia; audio-only assured a means and a method and clients felt comfort and familiarity....The level of engagement didn't seem lessened."

– Mark Schmoll, Eldercare Clinician Program Manager, WCMHS

To protect the safety of clients and clinicians, many Eldercare Clinicians quickly pivoted to telehealth, providing 373 telehealth services to 67 clients, up from zero telehealth services last year.

In non-COVID times, Eldercare clients are vulnerable in numerous ways. Eldercare Clinicians are often the only faces these clients see in a week. During COVID, Eldercare Clinicians stepped outside of their typical roles to ensure physical, health, and psychological safety for their clients.



The Eldercare Clinician Program

MEETING THE MENTAL HEALTH NEEDS OF HOMEBOUND OLDER VERMONTERS

The Eldercare Clinician Program provides mental health services and supports to homebound older Vermonters who have barriers to accessing care in an office setting. These barriers can include significant mental health challenges such as depression and anxiety as well as transportation barriers, poor health, and/or lack of other social supports. Eldercare Clinicians receive referrals from, and collaborate closely with, Area Agencies on Aging.



Suicide Prevention Walk at UCS.

REACH

- 4,033 service hours provided to 307 clients statewide
- 77% of clients were seen in their homes, 26% in the community, 20% via telehealth, 11% in inpatient settings, and 7% in nursing homes
- In addition to Eldercare clients, our agencies served 2,849 Vermonters over the age of 60 in other mental health programs
- 1,117 Vermonters over age 60 received almost 17,000 care coordination services from our mental health programs in FY20, helping to support access to health care, social services, and natural supports.

IMPROVING PRACTICE

In partnership with the Vermont Department of Aging and Independent Living, Vermont Care Partners provided a free webinar on *The Three Ds of Geriatric Psychiatry* presented by UVM Geriatric Psychiatrist Jennifer Hall, DO, to Eldercare Clinicians around the state, as well as partners in healthcare, Area Agencies on Aging, and Supports and Services at Home (SASH). In addition to psychiatric expertise, providers received case consultation and shared best practices.