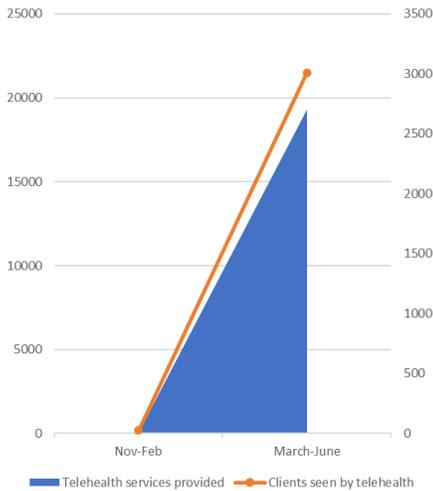


COVID-19 Response



PIVOT TO TELEHEALTH

Telehealth services exploded from 28 services to 24 Vermonters between November and February to 19,308 to 3,008 Vermonters between March and June.

GOING THE EXTRA MILE

During COVID-19, staff used creative interventions to reach clients who couldn't be seen in person due to health and safety risks. At Clara Martin Center, a clinician invited her CRT (Community Rehabilitation and Treatment) client, who was struggling to get out of bed, to "go for a walk" together by walking and talking over a telehealth connection. "My therapist and my service coordinator were consistent during COVID-19 which was what I needed."
 – NKHS Client

STAYING CONNECTED

Agency staff ensured that their most vulnerable CRT/CSP clients were safe and stable by dropping medication, groceries, and activity kits, ensuring basic needs were met. These in-person connections, brief and with precautions in place, ensured a human connection.



ENSURING ACCESS TO CARE

Despite some of the barriers that COVID-19 created, use of telehealth and other flexibilities actually improved access to care statewide. The percent of clients who were offered an appointment within five days improved by 14%, and follow-up within 14 days improved 13%, between Q3 and Q4 of FY20.

Comprehensive Mental Health Services for Adults

PERSON-CENTERED CARE

VCP network agencies provide services and supports to Vermonters with a wide range of needs, from individuals with serious and persistent mental illness who may be discharging from an inpatient or residential setting to individuals who may be accessing therapy for the first time. Agencies served 9,709 Vermonters in adult mental health programs this year, with 2,663 meeting criteria for serious mental illness.

The services our agencies provide go far beyond a weekly or monthly appointment with a licensed mental health professional. Agency staff develop individualized treatment plans with each client based on the person's unique challenges, strengths, and life circumstances, and work to meet their needs with trauma-informed evidence-based practices.

CARE COORDINATION FOR SOCIAL DETERMINANTS OF HEALTH

In FY20, agencies provided 57,176 care coordination services to almost 4,000 Vermonters to ensure access to safe and secure housing, transportation, and health care, in addition to clinical care and peer services.

ACCESS TO CARE

Between January 1 and July 1, 2020:

- 62% of clients were offered an appointment within five days of first contact
- 59% of clients received a follow-up appointment within 14 days of assessment

CLIENTS VALUED THE CARE THEY RECEIVED

In satisfaction surveys collected from over 1,300 clients:

- 82-86% of clients indicated that their quality of life improved as a result of the services they received
- 89-91% indicated that they received the services that they needed
- 86-92% indicated that they received the services that were right for them

More than therapy: Agency clients receive comprehensive, individualized care. Community supports are foundational to helping people live and work outside of institutional settings.

