

Family & Community Services of Somerset County  
Report to CHI

- On March 20<sup>th</sup> FCSSC suspended all face to face sessions and furloughed staff which allowed folks to apply for unemployment.
- From March 23-27 FCSSC made the decision to use Skype as our platform to begin providing telehealth services. We quickly decided that Skype was not going to work for us and we moved to DOXY.ME.
- The services we provide via telehealth started off slowly but over these many weeks we have “hit our stride” and have gotten to the point where we are taking on new clients. In addition, we have also started to provide oral swab drug tests for our substance abuse clients. I was at the office last Wednesday for 2 hours and we swabbed folks in our foyer in hopes of reducing the need for extensive sanitizing of a bathroom (if we did urine tests) in between testing clients. It went smoothly and we will be doing this again this Wednesday. The tests allow us to continue to close some of our DUI cases and allow for new clients.
- FCSSC has continued to provide psychiatric services as Dr. Budoff continues to see our clients via telehealth.
- FCSSC is preparing for the new normal by moving forward with Electronic Health Records and Telehealth options that make it easier on both clients and staff. We are working on securing the funds and are making progress. Though the process may take some time and may need to be completely implemented in small steps, both staff and our board are committed to making this happen so that FCSSC can continue providing services in an effective and efficient manner.
- Because the size of our office makes it difficult to social distance, we will continue to provide telehealth services from this point forward. When we do open our doors and resume some “normal” business functions, we will likely have clients use their cars as our “wait room” and stagger staff in the building so everyone is safe. Many procedures still need to be developed and implemented.
- Much of our success moving forward will be tied to the decisions of government and insurance companies regarding acceptable forms of telehealth. Will phone use be a reimbursable mode of telehealth moving forward? Because the older adult population will need increased supports and may lack comfort with all the technology needed to conduct video sessions, I would hope that phone use (in some capacity) will continue to be a resource that can be used.

June 2020