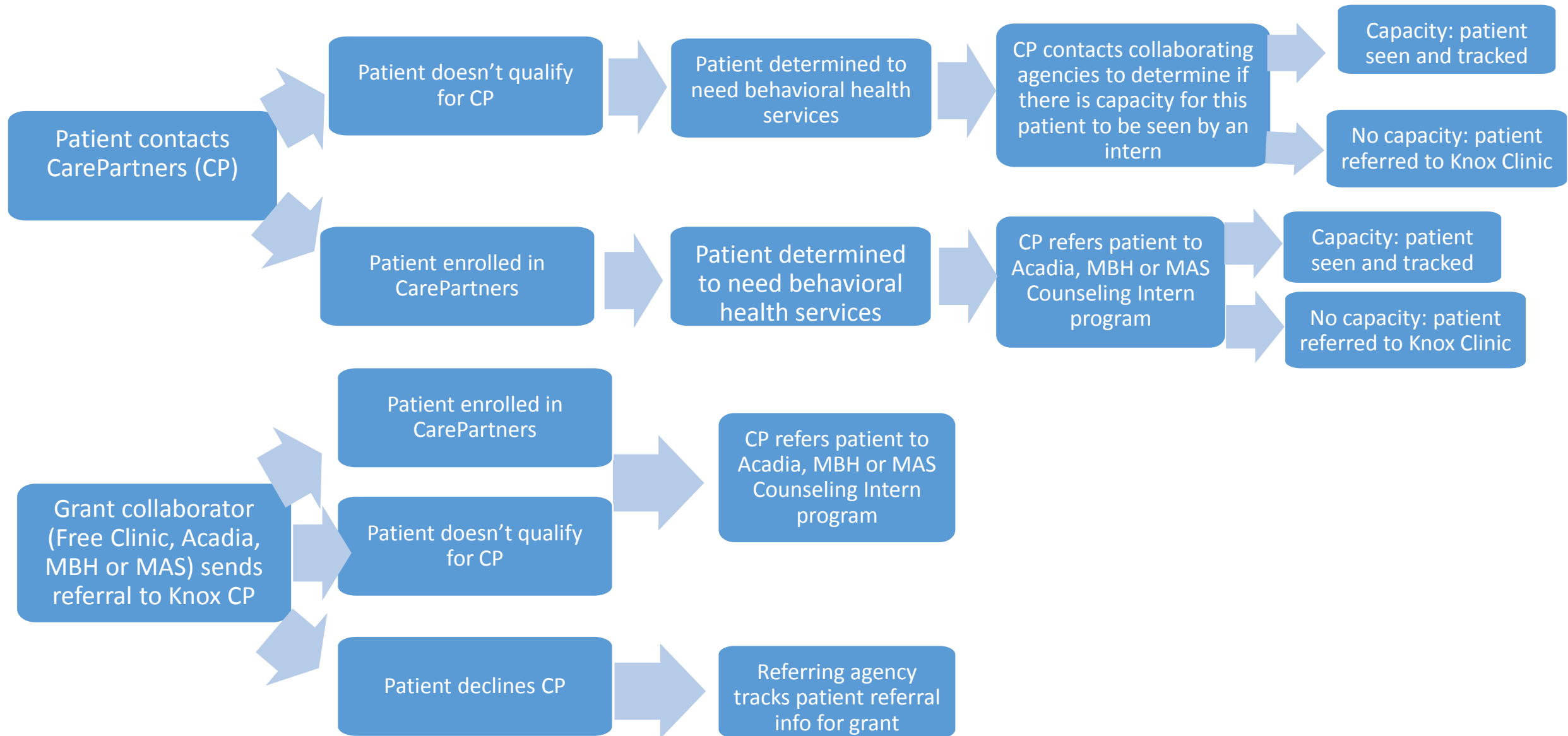
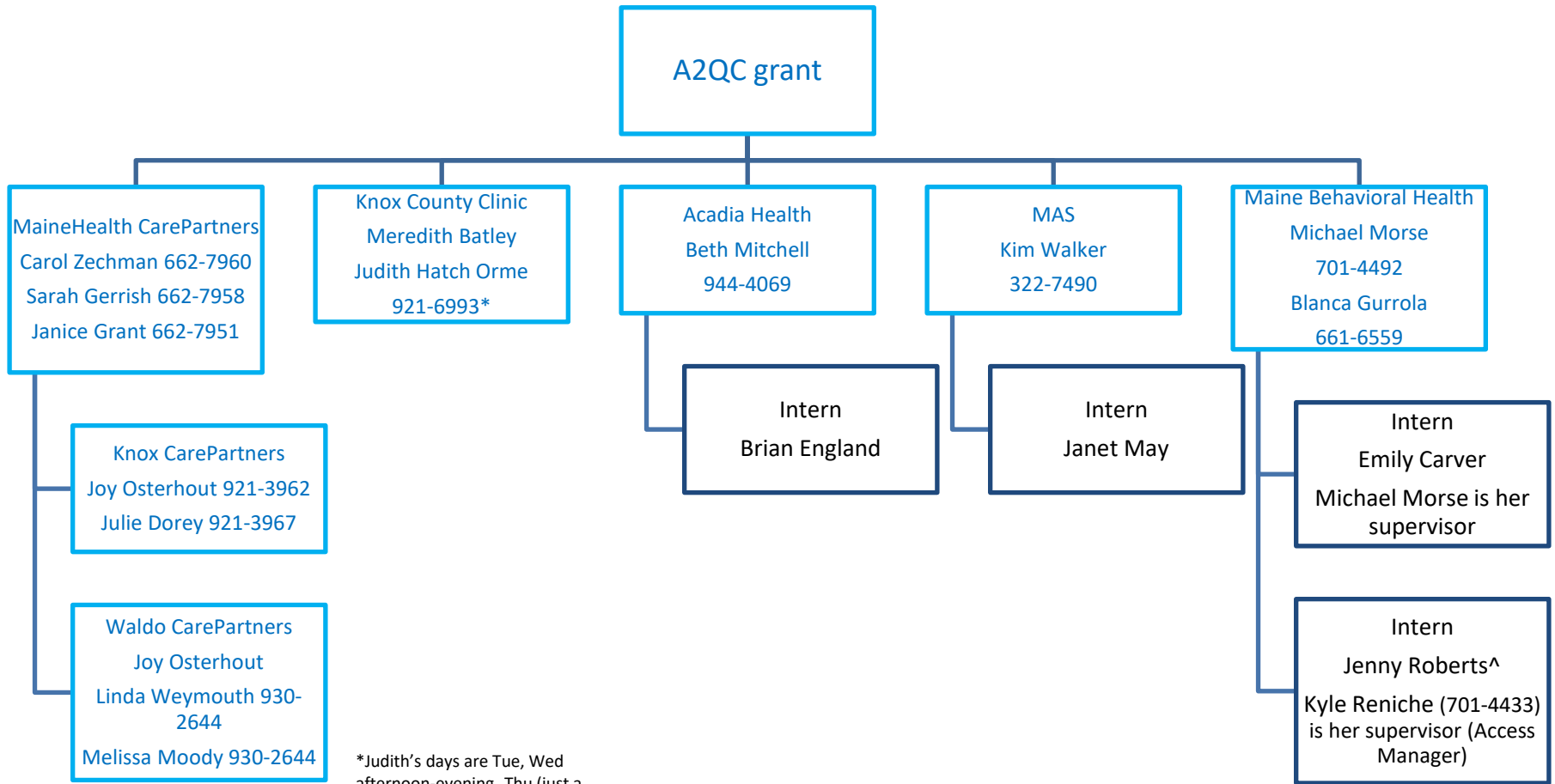


# Referral to A2QC Behavioral Health Knox County



# MeHAF A2QC Knox/Waldo Behavioral Health Collaborators



\*Judith's days are Tue, Wed afternoon-evening, Thu (just a couple of hours)

^Jenny is working in Belfast in the day treatment program, grant patients not being referred to her

## Agency Roles/Personnel Overview

**MaineHealth** will provide overall project direction, management and evaluation. Carol Zechman, MSW, LCSW (Project Co-Director), Director Access to Care, will provide oversight, complete grant reporting, communicate weekly with all collaborators, request data, facilitate meetings, troubleshoot barriers and organize activities. Sarah Gerrish, CarePartners Assistant Program Director will work with project partners to implement the project; manage internal CarePartners data; collect all weekly, and ad hoc data, develop for materials for distribution and generates reports in collaboration with project partners. Jennifer Maillet, CarePartners Database Administrator, will modify CarePartners' existing data collection software system, and assist in the collection of data from internal sources (e.g., health assessments, provider and enrollee surveys). Janice Grant, Administrative Specialist 2 is responsible for scheduling meetings, coordinating group communication and assists with budget processing.

### **CarePartners**

Joy Osterhout (Project Co-Director), Regional Director, Community Health & Wellness and Access to Care Programs Pen Bay, is the CarePartners Coordinator for Knox and Waldo counties. Joy provides direct program support, collaboration and marketing Knox and Waldo CarePartners staff- manage referrals, triage agency referrals based on numbers and location, track data and work directly with all individuals referred as well as all collaborators.

**Maine Behavioral Healthcare (MBH)** will provide 30+ hours of training for all interns, in Portland and/or Rockland, and via web conferencing. Interns will be trained in the use of comprehensive, evidence-based tools, and will participate in bi-monthly Peer Support sessions (in-person and via web conferencing) where they will review cases and - with guidance from an outside supervisor -- discuss potential solutions. MBH will also oversee a process of facilitator-led stakeholder discussions to identify expanded options for free/reduced cost behavioral health treatment. Maine Behavioral Healthcare will assess numbers of clients seen, demographics, health indicators, referral status, and hours of treatment provided using their electronic health record (EHR) system. MBH will also assess hours of intern training, peer support and supervision via attendance logs; and consumer satisfaction via enrollee surveys.

Maine Behavioral Healthcare (Rockland) will provide supervision for 1 to 2 clinical interns, each serving 6 to 10 clients for 16 to 20 hours per week. Blanca Gurrola & Michael Morse will collaborate with project partners to develop the intern training and peer supervision; coordinate with academic institutions; and gather and use feedback to improve the program. Kyle Reniche, Access Manager, will coordinate intern training and is responsible for supervision of one of the interns. Fall 2016, interns are Emily Carver & Jenny Roberts.

**Acadia Healthcare**, through a new clinic in Rockland, will provide training and supervision for 1 to 2 clinical interns, each serving 8 to 10 clients for 20 to 35 hours per week. Andrea M. Gray, MSW, LCSW, Program Manager, will collaborate on the design of the intern training; select, train and supervise trainees; and participate in project management and evaluation. Fall 2016 intern is Brian England. Acadia Healthcare will assess numbers of clients seen, demographics and health indicators using standard forms, and client needs using CarePartners and Acadia data. Hours of treatment and intern supervision will be assessed using Acadia's systems; hours of intern training and peer support will be tallied via attendance logs; and consumer satisfaction assessed via supervisors.

**MAS Community Health** will provide training and supervision for 1 to 2 clinical interns (increasing to 3 to 4 after Year 1), each serving 6 to 12 clients for 15 to 30 hours per week. Kim Walker will collaborate on the design of the intern training; select, train and supervise trainees; and participate in project management and evaluation. Fall 2016 intern Janet May. MAS Community Health will assess numbers seen, demographics, health indicators, and client needs using their electronic health record (EHR) system, their Referral Coordinator, and Comp Assessments. The Referral Coordinator will monitor referral status and hours of treatment using their EHR. Hours of training, peer support and supervision of interns will be tracked by supervisors and logs. Consumer satisfaction will be assessed via agreed-upon surveys.

All three agencies will provide mental health care for clients screened and referred by CarePartners, using a "brief treatment" (10-12 session) model, over a 5 to 9 month period.

**Knox County Health Clinic (KCHC)** - will continue to convene a community driven Steering Committee (described above), and, as a primary source of care for the uninsured, will continue to collaborate on the project, and actively refer clients to partner agencies. Meredith Batley, Executive Director of the Knox County Health Clinic (and Project Manager for the planning grant) has overseen volunteer medical, dental, prescription and mental health services for low income uninsured and underinsured patients in Knox County since 2009. She will continue convening the Steering Committee, and oversee KCHC's referrals. Judith Hatch-Orme provides direct behavioral health services at KCHC, makes referrals to CP for the grant and participates in project management and evaluation.

**Pen Bay Healthcare** - Will financially support local Knox County CarePartners program operations; engage in discussion with MBH about new financing strategies to serve uninsured individuals; and continue to have high level administrative staff serve on the Steering Committee.

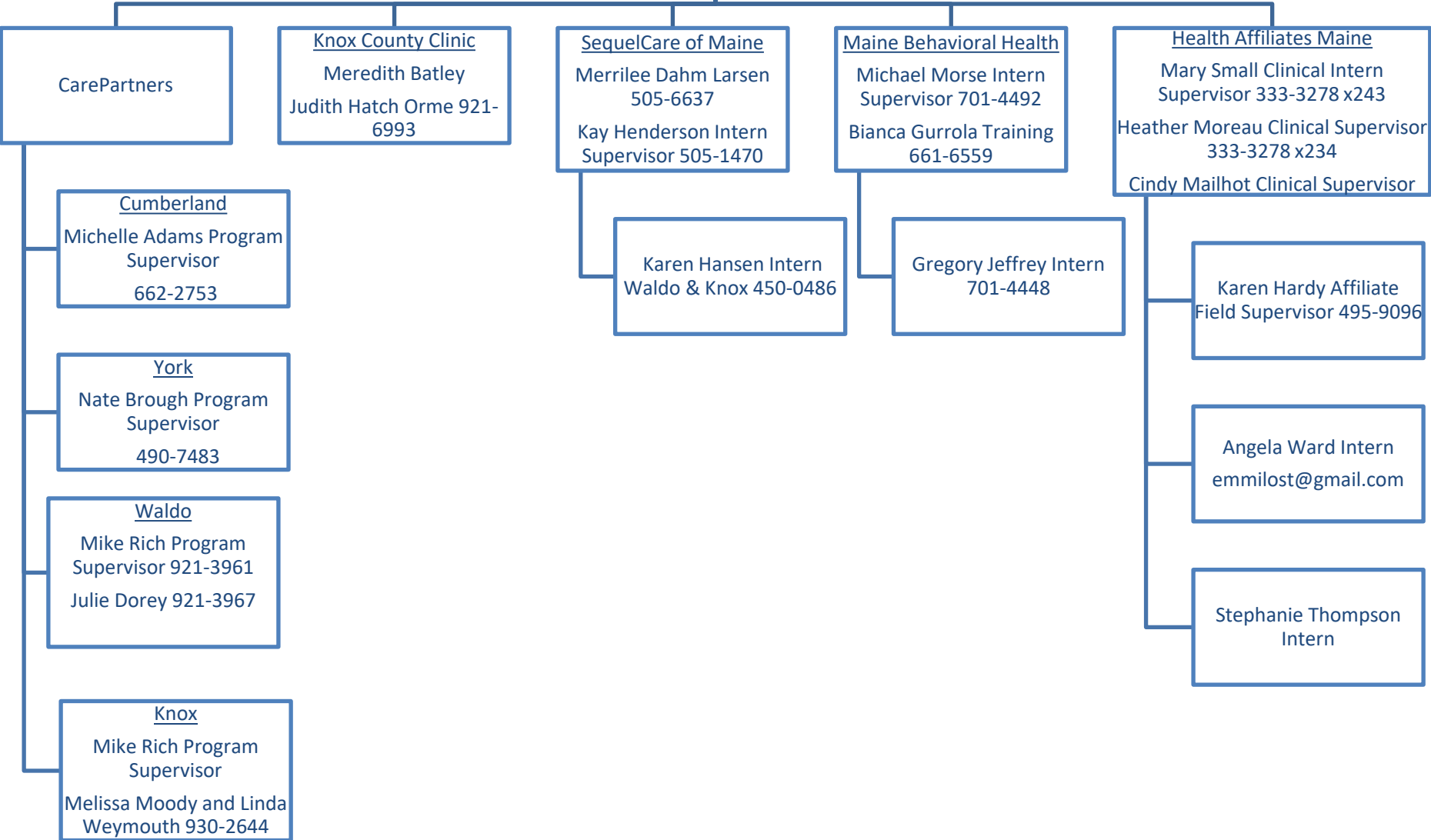
**Waldo County Healthcare and LincolnHealth** - Will financially support Waldo County CarePartners and Lincoln County CarePartners program operations, respectively.

#### A2QC Grant: Referrals to Behavioral Health Interns Pathway

Clients may seek out CarePartners on their own or be referred by the Knox Clinic or other practice, provider or agency. If clients are assessed to need behavioral health services, CarePartners refers them to the A2QC grant interns at Acadia, Maine Behavioral Health and MAS Community Health. These will be clients who qualify for CarePartners. If a client does not qualify for CarePartners but has a need for behavioral health services, the referral will be made. The organizations can decide whether the interns have capacity for these additional clients. If clients present themselves at one of the behavioral health organizations, they will be referred to CarePartners to access eligibility. The behavioral health organizations may choose to start working with the clients before they can be accessed by CarePartners as intern capacity allow.

MeHAF A2QC  
Behavioral Health  
Collaborators

**A2QC Grant MaineHealth CarePartners**  
Carol Zechman 662-7960 [zechmc@mainehealth.org](mailto:zechmc@mainehealth.org)  
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Joy Osterhout- Consultant joyosterhout@gmail.com



**MEHAF ACCESS TO QUALITY CARE GRANT**  
**AGENCY ROLES/PERSONNEL OVERVIEW**

**MaineHealth** will provide overall project direction, management and evaluation.

- *Carol Zechman*, MSW, LCSW (Project Co-Director), Director Access to Care, will provide oversight, complete grant reporting, communicate weekly with all collaborators, request data, facilitate meetings, troubleshoot barriers and organize activities.
- *Karen Deshaies*, Program Coordinator, will work with project partners to implement the project; manage internal CarePartners data; collect all weekly, and ad hoc data, develop materials for distribution and generates reports in collaboration with project partners.
- *Savannah Young*, Administrative Specialist 2, is responsible for scheduling meetings, coordinating group communication and assists with budget processing.

**CarePartners**

- *Mike Rich*, Regional Director of Community Health Services at Pen Bay Medical Center and Waldo County General Hospital, is the CarePartners Coordinator for Knox and Waldo counties and oversees CarePartner staff at both sites.
- Knox and Waldo CarePartners staff, *Julie Dorey (K)*, *Linda Weymouth (W)*, and ***Melissa Moody (W)***, manage referrals, track data and work directly with all individuals referred as well as all collaborators.
- Michelle Adams, Program Supervisors/Coordinator for Cumberland County CarePartners
- Nathan Brough, Program Supervisor/ Coordinator York County CarePartners

**Maine Behavioral Healthcare**

- MBH will provide 30+ hours of training for all interns, in Portland and/or Rockland, and via web conferencing. Interns will be trained in the use of comprehensive, evidence-based tools, and will participate in bi-monthly Peer Support sessions (in-person and via web conferencing) where they will review cases and - with guidance from an outside supervisor -- discuss potential solutions. MBH will also assess hours of intern training, peer support and supervision via attendance logs; and consumer satisfaction via enrollee surveys.
- Maine Behavioral Healthcare (Rockland) will provide supervision for 1 to 2 clinical interns, each serving 6 to 10 clients for 16 to 20 hours per week. *Blanca Gurrola & Michael Morse* will collaborate with project partners to develop the intern training and peer supervision; coordinate with academic institutions; and gather and use feedback to improve the program. Michael Morse will provide supervision for MBH interns. Current intern is Gregory Jeffrey.

**SEQUELCARE OF MAINE**

- SequelCare of Maine will provide supervision for 1 to 2 clinical interns, each serving between 1 or more clients each week.
- Kay Henderson will supervise an intern in Knox County at our Rockland office. Current intern,, Karen Hansen.
- Alexander Katopis will supervise potential intern(s) in our Yarmouth office.
- Merrilee Dahm Larsen will collaborate with project partners and provide oversight of clinical intern program.

### **Knox County Health Clinic**

- KCHC will continue to convene a community driven Steering Committee (described above), and, as a primary source of care for the uninsured, will continue to collaborate on the project, and actively refer clients to partner agencies. *Meredith Batley*, Executive Director of the Knox County Health Clinic (and Project Manager for the planning grant) will continue convening the Steering Committee, and oversee KCHC's referrals.
- *Judith Hatch-Orme* provides direct behavioral health services at KCHC, makes referrals to CP for the grant and participates in project management and evaluation.

### **Health Affiliates Maine**

- Health Affiliates Maine (HAM) will provide supervision for 2 clinical interns serving clients under the grant in the Cumberland and Kennebec counties through our Agency Supervisors and Affiliated field supervisors.
- Mary Small, LCSW, Clinical Internship Coordinator will coordinate the placements of the students and act as a liaison between the affiliates, supervisors, agency and grant partners. Current intern, Angela Ward.
- Cindy Mailhot, LCSW, CCS will provide group and individual supervision to a student interning in Cumberland county. Current intern, Stephanie Thompson.
- Heather Moreau will provide group supervision and support to affiliated clinician, Karen Hardy, hosting a student intern in Kennebec county. Karen will provide individual supervision and will host the student placement in Kennebec County.

### **A2QC GRANT: REFERRALS TO BEHAVIORAL HEALTH INTERNS PATHWAY**

Clients may seek out CarePartners on their own or be referred by the Knox Clinic or other practice, provider or agency. If clients are assessed to need behavioral health services, CarePartners refers them to the A2QC grant interns at Maine Behavioral Health and Sequel Youth Services. These will be clients who qualify for CarePartners. If a client does not qualify for CarePartners but has a need for behavioral health services, the referral will be made. The organizations can decide whether the interns have capacity for these additional clients. If clients present themselves at one of the behavioral health organizations, they will be referred to CarePartners to access eligibility. The behavioral health organizations may choose to start working with the clients before they can be accessed by CarePartners as intern capacity allows however, Melissa Moody from CarePartners should be consulted to review the waitlist for services and to be informed that a space has been taken.

Behavioral Health agencies will provide mental health care for clients screened and referred by CarePartners, using a "brief treatment" (10-12 session) model, over a 5 to 9 month period.