

In attendance: Kristin, Phillip, Liz, Amar,

Agenda:

- 1) Google Meeting Reminders: Mute
  - 2) Check-in's
    - a) We spent time hearing how everyone is doing.
  - 3) Covid-19 Office Plan
    - a) Where are we at RWC?
      - i) Cleaning Update:
        - (1) Cleanings will begin in July. (2 x in July)
          - (a) The schedule will be updated as needed with increased office use.
      - ii) Coffee Machine and cups removed from 4070 to the kitchen / Cups and coffee supplies removed from 4068 to the kitchen
        - (1) Signs posted asking clients to request beverages from clinicians
        - (2) Please ask clients to refrain from bringing in personal cups, bottles, etc.
          - (a) If a client arrives with a water bottle, cup, etc., please ask them to return it to their vehicle.
      - iii) Masks are mandatory in public spaces (waiting areas) by law.
        - (1) We do not want a bad review of RWC on social media (Phillip's example)
  - 4) Caseloads -
    - a) Adam will begin checking in with each clinician monthly to assess who can take referrals. Please be responsive to Adam's email to ensure we are aware of your availability.
      - i) Adding a column for caseload to referral Matrix (Adam will use this)
    - b) As has always been our request, please close the loop and let us know if you contact any referral (from voicemail, email, etc.)
      - i) This is helpful, as Adam is now returning calls and emails
      - ii) We are also receiving positive feedback from clients about our response rate
  - 5) Potential New RWC Clinicians - 3 clinicians have toured RWC in the past week, we anticipate 2 will be joining us in the coming months
  - 6) NPS Training for RWC (online) - Sat. Aug. 8, 9AM-12:30 (3CE)
  - 7) Marketing Ideas ?
  - 8) TeleHealth/Office usage updates (who is where) -
    - a) BCBS covered through Dec. 31 for Telehealth
  - 9) Any other business questions?
  - 10) Self-care
  - 11) Staffing Cases? (Phillip - depersonalization)
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