



STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

GRETCHEN WHITMER
GOVERNOR

ROBERT GORDON
DIRECTOR

April 3, 2020

TO: Executive Directors, Pre-paid Inpatient Health Plans
Executive Directors, Community Mental Health Services Providers

FROM: Jeffery L. Wierich, MA, LLP, Director *JW*
Bureau of Community Based Services
Behavioral Health and Developmental Disabilities Administration

RE: COVID-19 Michigan Clubhouse Guidance and Rate Information

As outlined in the Essential Services guidance issued March 25, 2020 by the Behavioral Health and Developmental Disabilities Administration (BHDDA), this is to clarify that Psychosocial Rehabilitation (Clubhouses) are a specialty behavioral health service in the Medicaid Provider Manual (MPM). As such, services provided through Clubhouses such as impacting supports coordination by and to peers are essential to sustain and protect life, and therefore must continue to be provided under the Governor's Stay Home Stay Safe Order.

At the same time, we realize the current funding model of cost-per-unit for Clubhouses is based on regular operation and requires high intensity member attendance and contact to generate revenue. The current situation is drastically undercutting Clubhouses ability to maintain services.

Given this, changing the payment process to reimburse Clubhouses and ensure they continue to be viable and maintain operations during this crisis is imperative. Allowable methods include increasing unit costs, sub-capitation arrangements or cost-reimbursement arrangements.

As a reminder, Clubhouses are an approved service to be provided through telehealth or virtually during this crisis. BHDDA endorses the following practices and services as acceptable:

- **Maintaining Community**, such as creating small reach-out families consisting of one staff and a small group of members; creation of a warm-line members can call for daily conversations with members and staff; once or twice daily tele-conference or video-conference calls for the whole community; maintaining connection through social media (Facebook, Text Now app, etc.) and hosting virtual activities through Zoom, Skype, WebEx. This may involve the creation of a private Facebook group if not already developed and sharing of activities such as yoga classes, meditation groups, arranging virtual tours of museums to do together online; etc.
- **Staff Scheduling and Roles**, such as shifting to virtual engagement and reach-out responsibilities including continuing to engage members in meaningful work and daily routines while practicing physical distancing practices; staggering staff schedules to field phone calls, organizing plans for virtual Clubhouse work, grab-and-go meal preparation, etc.; hosting virtual meetings to allow frequent and ongoing contact with members; contacting all active members and screen over the phone for symptoms, update emails and contact information; etc.
- **Space**, in terms of if Clubhouses are preparing meals for delivery assuring adherence to MDHHS and CDC guidance; completing deep cleaning in preparation for when the physical building is reopened; etc.

- **Reach Out** services for small virtual groups; develop discussion outlines to ensure appropriate topics are being considered, such as health and wellness, food security, money and budget, social connectedness, safety, routines, needs of pets; etc.; asking for positives that can be shared on Clubhouse webpage or Facebook page; etc.
- **Conducting House and Unit Meetings** virtually every day to retain daily Clubhouse schedule; follow standard agenda including general check-in updates, news about Clubhouse members and staff, information about local food pantries, etc.; assisting members with accessing services available to extend available minutes and data usage on their phones; etc.
- **Virtual Clubhouse (Unit) Work** including delivering hard copy tasks members can do from home such as social media, making videos, contacting other members, etc; asking members to volunteer to develop or contribute to the newsletter; members with vehicles assist with deliveries of food or goods to members; creation of a daily news show; track members contacts, crisis diversion, hospitalizations, creating or adjusting goal plans; etc.
- **Employment initiatives**, including remaining connected to TE business partners, even if all TE jobs have been suspended at this time in order to ensure a smooth transition for members at the end of this crisis; assist with unemployment benefits application process; provide information on potential employment options during this time; etc.
- **Making lunch** at the Clubhouse (limiting number of food preparation people and practicing physical/social distancing measures) and delivering to members; order food through regular Clubhouse food suppliers and make up boxes of groceries to deliver to members; etc.

Even as physical distancing measures were implemented, Clubhouse communities began operating without walls and found creative ways to remain engaged during this crisis. Clubhouse services are important to the lives of members, many of whom are extremely vulnerable psychiatrically, and who are more likely than the general population to have significant underlying medical issues that put them at further risk in this pandemic. The virtual and mobile support a Clubhouse is able to provide can help avoid unnecessary crises, service gaps and the damaging issues associated with isolation.

We appreciate your patience as we continue to pursue every avenue to assure Clubhouses remain open and engaged with their members during this time.

cc: Allen Jansen
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Belinda Hawks
Marty Alward
Kendra Binkley
Robert Sheehan