

## **A Look Behind the Curtain**

### **To our Moore Center Community**

It's been a few days since you've heard from me and I know you've been working incredibly hard, not only in supporting the work that we do, but in trying to keep your own personal worlds on track, too. I wanted to give you a brief look at what many of our departments have put into place, so you can see first-hand how we have all come together during this challenging time to meet our mission.

As you well know, first and foremost we've been laser-focused on meeting the needs of our clients and staff and I'm so proud to say our efforts are working! I hope you are feeling good and even proud as in just a short period of time, we've been able to make so many immediate accommodations to our day-to-day operations to ensure everyone in our community remains healthy and safe.

Whether you are working behind the scenes, or are on the front lines caring for clients, I'm incredibly humbled and grateful to all of you for your compassion, your hard work and your grace as we all work under the weight of these challenging times. Our clients and families are supported by some of the most compassionate, hardworking and dedicated human services professionals I have ever had the privilege of knowing.

I also want to mention that the leadership at the State has been extremely supportive and helpful. The Bureau of Developmental Services, the Department of Health and Human Services, the Department of Public Health and so many other departments have shown up in amazing ways offering to help us problem-solve. And they've stood right beside us to help support our communities and our families. Last night I wrote a note to Governor Sununu thanking him for his outstanding leadership and compassion and for helping us get out ahead of this as far as we could.

So, for now, take a quick look at what we've been up to, and what we've been able to accomplish in such a short time and join me in appreciation of you and your fellow team members who have helped us 'right our ship.'

### **Administrative Functions/Switchboard**

Calls into the agency continue to be steady, with callers being very understanding when calls can't be immediately transferred. Brenda Head has been a "real voice and a kind voice" answering calls, taking messages and routing to appropriate staff via email. Staff have been very attentive and responsive in returning all calls.

The internal and external mail function is being handled by Mary Dionne on Mondays, Wednesdays and Fridays, including the documents being dropped off at the front door in the designated drop box. Brenda Head, Mary Dionne and Cindy Pinder continue to support the Senior Leadership Team in various ways behind the scenes.

### **Business Office**

All business office staff are working remotely for the majority of their work week. All invoices are being processed as normal and there have been no delays in processing invoices or payments. Additionally, all billing is being submitted according to normal schedules. Any interruptions or delays are only for a short

duration and are resolved quickly. Collections are occurring with no known interruptions and payroll will continue to be processed normally. Additionally, monthly reports are moving forward as usual.

### **Case Management**

We continue with all of our services and advocacy efforts. Case managers have been doing their work remotely, whether interactively, via email or phone. If a family or team wants to extend service agreements until the crisis is over, we are working on getting verbal agreements or signatures whenever possible. Every attempt is made to do all billable activities and advocacy from remote locations. Case managers have worked with adjusting staffing and assisting with finding alternative placements as needed. They are also checking in with those who are most vulnerable and those in challenging situations on a regular basis and following up with management and outside supports.

### **Client benefits**

Client Benefits staff are working remotely to address individuals' benefit issues, repayee services and to keep the Medicaid revenue coming into the agency. They are working directly with families, staff, and the Bureau of Developmental Services to answer questions as they arise and to advocate for the fiscal needs of those that we serve.

### **Clinical services**

Clinical staff are working very hard to address the emotional and behavioral needs of the individuals we serve and their staff as they navigate through this unsettling time. Therapists are using telemedicine to provide direct service, behaviorists are providing training and direct support to the staff providing direct service. Our internal risk management team continues to evaluate and address the complex clinical needs of our clients that present with the highest risk to themselves and others. Our two clinical homes continue to operate addressing the health and safety needs of its residents along with the emotional toll of social distancing and isolation. The department is also taking on a new individual in need of services from one of our vendor organizations.

### **Communications Department**

The communications department has been working hard to keep families, staff, board members, and the community apprised of the agency's response to the ever-changing situation and has been providing resources and information relative to Covid-19 to all of our stakeholders. Through newsletters, email updates, sharing of web page resources, Facebook posts and online Zoom meetings, we are ensuring all members of our community stay connected. Also, training curriculums are being developed for staff to access while home to keep up their skills and knowledge, both relative to Covid-19 and to the typical work that they will return to.

### **Crotched Mountain**

You may have heard that there have been clients and staff directly impacted by Covid-19 at Crotched Mountain. We have worked closely with the State, with Crotched Mountain and with other area agencies to ensure we are doing everything possible to keep our clients healthy and safe.

### **Day Program**

Our day program's physical locations are temporarily closed but we have worked in tandem with providers and families to help our participants access the classroom remotely. Through Google Classroom as well as Zoom sessions, our participants continue to access skill-building activities and socialize with their friends.

Our MooreJOBS program has seamlessly transitioned to online learning and our community partners have enthusiastically joined us. On Friday's our professor partner from Saint Anselm College logs on with the student learners and conducts their lessons virtually. We are also working on connecting with some of our resident friends from Birch Hill so we can have virtual visits and activities.

### **Family Centered Early Supports and Services (FCESS)**

Since we are currently not doing face-to-face services in any location, we are instead meeting with parents via telehealth using one of several platforms/methods. We have seen growing acceptance by our families during this process. While intakes have slowed, they are still coming in and staff are providing intake, evaluations, service coordination and on-going services through telehealth. Thanks to Governor Sununu, we are able to continue billing for this work.

### **Family Directed Services (FDS)**

All administrative tasks continue to be handled efficiently and processed remotely. All checks are now being mailed and are no longer left at the front desk for pickup. Our managers are also working remotely and continue to answer family manager and FDS staff questions daily. As Covid-19 information is shared with us, it is mailed to families. The majority of department efforts center around working with families to safely provide services. This includes organizing Zoom and Google Duo meetings with families to discuss program issues. We are on conference calls as needed and available to assist with any situations that come up.

### **Family Support**

Family Support staff are working remotely to assist families as they navigate through very difficult times. They are available through email and by phone to listen to family needs and provide them with as much support as possible during this critical time. The Family Support Council remains engaged with The Moore Center and continues to advocate for all the families of our region statewide.

Family Support continues to address the wait list and to advocate for those in need of service connecting directly to The Bureau of Developmental Services as needed.

In Home Supports staff are working remotely and keeping in close contact with families to assist in meeting the needs of our families with children at home, and all staff are available via email and phone.

### **Human Resources**

While face-to-face interviews and onboarding is currently on hold, we are continuing to onboard and perform background checks remotely for In Home Supports, a department in need at the present time. Recruitment efforts continue.

HR is responding to all e-mails or phone calls from managers, directors and staff. Benefit information has continued to be communicated normally. All benefit invoices are being scanned to the Business Office for payment.

Payroll changes are being done electronically by HR via a Staff Action Form or spreadsheet with the manager's/director's approval via an e-mail. Signatures have been obtained, if possible, otherwise they will be obtained at a later date.

### **Information Technology (IT)/Security**

IT is running business-as-usual. Support is being provided to all staff in typical fashion and can be reached by contacting internal IT or Neoscope by phone or email when necessary. We've also been working with the Senior Leadership Team to procure the necessary equipment for staff so they can continue to work remotely. We are continually looking at ways to improve our technology to help support this new digital way of working.

### **Moore Options for Seniors (MOS)**

MOS is doing its best to make sure that our clients and staff continue to be safe and healthy. We are following all CDC-recommended guidelines and making sure neither our staff nor our clients have symptoms prior to every visit. For our clients who have existing family support, our home visits have converted to telephonic visits as needed.

### **Paycheck Protection Program (PPP)/Small Business Administration (SBA) Loan**

On April 3<sup>rd</sup>, we applied to the PPP/SBA program. While there is a certain complexity to this process due to the volume of applications being submitted, TD Bank is expediting applications to the best of their ability. We are optimistic we will hear about this loan relatively quickly.

### **Personal Protective Equipment (PPE)**

We are using any means necessary to secure PPE, both on our own and in collaboration with Community Support Network, Inc (CSNI) the association of the ten Area Agencies.

### **Quality Assurances**

Compliance and quality assurance are busier than ever as they address the issues of compliance with new temporary regulatory changes, emergency certifications, HIPPA oversight, and related documentation. Our efforts are to assure the health, safety, and confidentiality of those we serve in this unprecedented time.

### **Residential Programs**

Staff in our residential programs are working around the clock to ensure the individuals we support remain healthy and safe. In addition to isolating residents as much as possible, we've temporarily suspended new admissions, reduced or restructured staffing to better support patient needs and made other modifications as necessary.

### **Resource Development**

Our Garden Party has been rescheduled for Thursday September 24<sup>th</sup> from 4 to 6:30 p.m. Additionally, we are hard at work identifying new and innovative ways to continue a strong fundraising effort. We have several grant requests in process and are restructuring our employee and board appeals to support emergency funding.

### **Vendors**

We are incredibly grateful for the ongoing support of our many vendors who we work so closely with. They continue to show up in amazing ways that only solidify our valuable partnerships.

### **VISA Gift Card Program**

This year's donations from both our Board Appeal and our Annual Employee Appeal will be used to create an emergency fund to help anyone in our community who may need a little assistance during this deeply challenging time. TD Bank expedited the order of Visa gift cards which Ellen was then able to get to families or staff who were in need. To date, over 133 cards have been mailed out. If you need

assistance, staff should reach out to [barbara.didona@moorecenter.org](mailto:barbara.didona@moorecenter.org) and families should be in touch with Susan Goddard at [susan.goddard@moorecenter.org](mailto:susan.goddard@moorecenter.org) to request a gift card. You can be assured that your request will remain completely private and confidential.

This brief glimpse into what's been happening at The Moore Center should give you a sense for what your co-workers have been up to over the last few days. Our Board of Directors has also pledged their support, guidance and trust empowering the Senior Leadership Team to be decisive while always compassionate. Our board's immediate questions are always about our clients, our families and our staff and we are blessed to have them steering the ship.

Today's world is intense, at times scary and contains many unpredictable twists and turns. I also realize that I can't begin to fully understand all the things that our clients, families, staff and community partners have been dealing with as they've endeavored to keep themselves, and their personal circle, safe and sound.

But I do know we will get through this immediate crisis and we will get through the challenges that await us in the days, and weeks ahead. I know we are not just stronger together but we're actually happier and more creative working together, too.

Finally, I know that whatever comes our way we will deal with as a team. We will rise to the challenge and we will continue one step at a time, one day at a time, showing up and giving this our very best and our all.

You have my word.

Paul