

# The Solihten Update

A Solihten Institute Publication

## Continuing to Move Forward

The monthly format of **The Solihten Update Ongoing Resources – Continuing to Move Forward** continues with publications on Thursdays (with some exceptions) and is sent to the Inboxes of Executive Directors/CEOs; Center Board Chairs/Presidents; Clinical and Training Directors; Administrative Personnel; and Development Personnel within each Center. Please continue to feel free to distribute this information to other staff members as you see

### Informational Categories:

Management Resources/Financial Viability
Employee Retention/Hiring
Equity and Inclusion
Fundraising in the New Normal
Clinical Focus/Application
Billing: Telehealth Reimbursement
Employee Morale and Soothing Practices
Solihten Update - Lite Archives
Solihten Update Archives
Other

### Management Resources/Financial Viability

#### → Social Media Training Offerings

This calendar year the Institute has offered two different trainings on the use of social media. Resources for both are now available here:

- **HIPAA Compliant Marketing and Social Media**

Marketing your Center is one of the most effective ways to grow in the communities you are serving, but many organizations don't utilize the resources available to them due to fear of potential HIPAA violations.

In this program, the Solihten Institute together with The Compliancy Group, tackled the topic of HIPAA Compliant Marketing, ranging from topics related to:

- Social Media

- HIPAA compliant marketing tools
- Client Testimonials
- Online Review Sites
- And much more!

#### **Resources:**

- [Session Recording](#)
- [PowerPoint Presentation](#)

- **Ethical Navigation of Social Media (Especially) in Difficult Times**

**Katherine DeWitt, PhD, LPCA**, Program Director – CMHC Columbia Campus, and Assistant Professor & Clinical Coordinator is once again presenting to the Solihten Network, sharing current ethical guidelines, research, and best practice policies to bring counselors and other helping professionals to awareness of issues that can arise in the digital world. She offers insights around the importance of managing **personal** and **professional identities**, while **maintaining strong boundaries** in the digital world that reflects this difficult pandemic recovering, politically charged world in compliance with current ethical guidelines. In helping professions where the relationship between the clinician and the client, as well as Center representatives and the communities being served; **ours is the foundation of service and care**, the digital perception is as important as how one is received in person (or via video therapy).

#### **Resources:**

- [Session Recording](#)
- [PowerPoint Presentation](#)

→ **See how nonprofits are achieving success & keeping employees engaged,**  
Salesforce.org

Learn how top-performing nonprofits are reaching their goals and building a more engaged workforce amidst economic uncertainty.

You'll uncover:

- Why nonprofits are cautiously optimistic about the year ahead
- How digital maturity affects organization performance & employee engagement
- Key learnings for DEI and sustainability practices

[Download the Report](#)

## Employee Retention/Hiring

### 👉 Workforce Development in the Solihten Network Series



The graphic features a green rectangular background with the text "WORKFORCE DEVELOPMENT IN THE SOLIHTEN NETWORK" in white. Below this is a stylized illustration of four interlocking gears in red, blue, yellow, and green, each containing a small human figure. To the right of the gears, a yellow gear icon is positioned above the text "Session Four Friday, December 9". Below this, in smaller text, is "Final Session will be Held" followed by time zones: "2:00 – 3:15 PM, Eastern", "1:00 – 2:15 PM, Central", "12:00 – 1:15 PM, Mountain", "11:00 AM – 12:15 PM, Pacific", and "9:00 – 10:15 AM, HST". At the bottom left is the URL "https://tinyurl.com/SIworkforcedev22". On the right side is the Solihten Institute logo, which consists of a stylized sun icon above the word "Solihten" and "INSTITUTE" below it.

- Our final session of the four-part series on **Workforce Development**, facilitated by **Robin Eccleston** is coming up on **Friday, December 9**. Robins holds the position of Director of Human Resources for Broome-Tioga BOCES, which is a regional public school district in Binghamton, New York. If you have any topic(s) of interest that you would like to learn more about, please complete the [content survey](#) ahead of the session.

#### Registration Required

### 👉 How to Deal with Constantly Feeling Overwhelmed, Harvard Business Review

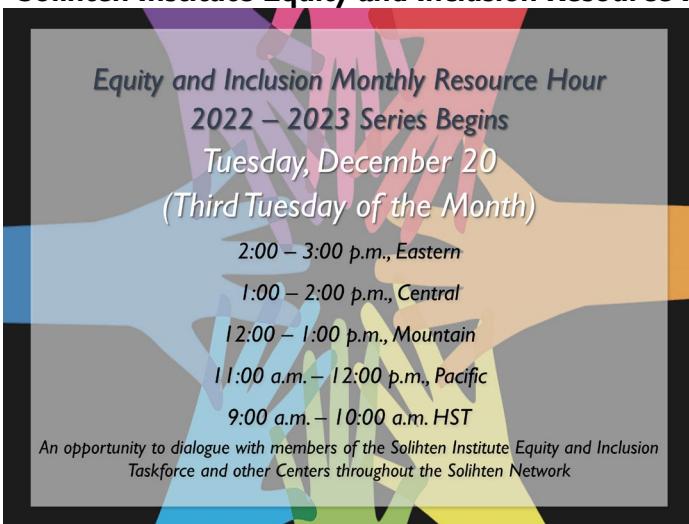
**Summary.** The cognitive impact of feeling perpetually overwhelmed can range from mental slowness, forgetfulness, confusion, difficulty concentrating or thinking logically, to a racing mind or an impaired ability to problem solve. When we have too many demands on our thinking over an extended period of time, cognitive fatigue can also happen, making us more prone to distractions and our thinking less agile. Any of these effects, alone, can make us less effective and leave us feeling even more overwhelmed. If you are feeling constantly overwhelmed, the author offers five strategies to try.

[Full Story | Harvard Business Review](#)

## Equity and Inclusion

As the Institute continues to address, with intentionality, our lack of diversity within our own leadership ranks, we are looking to provide resources to support affiliated Centers. *If you have additional resources on equity and inclusion, please direct them to [Laurie Pechie](#)*

**\*\* Solihten Institute Equity and Inclusion Resource Hour**



Join Zoom Meeting

<https://us02web.zoom.us/j/87613241990>

Meeting ID: 876 1324 1990

At this December meeting, a preview of the planned programming for the 2023 Equity and Inclusion Resource Hours will be presented. The topic will also be a continuation of the article from the Harvard Business Review, November-December 2020 Edition: **Getting Serious About Diversity: Enough Already With the Business Case** and how to adapt its principles to Solihten affiliated Centers. **Feel welcome to join even if you were not with us in November, there is plenty of content available from this article.**

The article should take you one good cup of coffee/tea/Dr. Pepper to read. When you are done, we would ask you to reflect on the following two questions:

- ❖ **What topics, perspectives, principles from the article resonated with you personally, professionally, Center-wise?**
- ❖ **What concepts, ideas, recommendations inspired you to think about how you might apply them or adapt them for your Center?**

When you are done, please take a few notes on your reflections and come prepared to share and discuss with your Network colleagues.

Notes from Solihten Institute President/CEO, Bob Johnson:

*I know what you may be thinking: Harvard Business Review, come on now, we are a small organization.” I had two board members serving simultaneously who were both very successful Executives from large corporations. The first would constantly remind me that my job should be easy, we could manage our budget on the back of a business envelope. The second told me that the only difference between his corporation and subsequent leadership responsibilities, and mine [as a Center Director] were the number of zeros at the end of our budgets.*

*Both these individuals had an abundance of talent, dedication to mission, potential to improve the quality of life in our community, and levels of complexity.*

*They also shared the daily challenge of running a good place to work for a diverse workforce, producing positive outcomes for clients, and being financially vital and sustainable. Please keep in mind that size does not determine our ability to learn from and contribute to the wider world of business, as well as mental health and wellness.*

*I will be eager to hear new or additional reflects on the 20<sup>th</sup>.*

## Fundraising in the New Normal

### ↳ **Companies Seek to Jump-Start Donations From Everyday Donors as Year-End Giving Season Arrives**, Chronicle of Philanthropy

To help charities capitalize on the opening of the year-end giving season, a growing number of companies — including American Express, Walmart, and Apple — have introduced ways to make it easier for rank-and-file donors to give to their favorite causes.

While corporate efforts that support everyday giving are nothing new, they have matured significantly in the aftermath of the pandemic, says David Hesekiel, president of Engage for Good, an organization that conducts a twice-yearly study of fundraising campaigns at checkout counters.

**Continue Reading:** [Chronical of Philanthropy](#)

### ↳ **More Than an End-of-Year Appeal**, Lake Institute on Faith & Giving

The end of the calendar year can be hectic, bordering on chaotic. It can seem like a series of events that we simply move through and accomplish like clockwork without too much reflection. We line up our dates of parties and events, buy the presents we need for our family and friends, and make the extra trip to purchase the inexpensive-and-probably-useless item for the inevitable, overly complicated gift exchange with work colleagues (or is that just me?).

While the ugly sweaters may change, the behaviors often stay the same. Among them, for many of us, are the charitable gifts we may make before the end of the year. If you find yourself digging through the drawer for the checkbook just before New Year's each year, you're not alone. Estimates vary, but nearly all statistics support the fact that during November and December, more Americans give to charities and nonprofits than any other time of the year.

[Read the full article](#)

## Clinical Focus/Application

### \* **Early 2023 Training Opportunities: Parents of Estranged Adult Kids**

[Complete Packet of Information  
\(Both Trainings\)](#)

[Clinical Training](#)

[Clergy Event  
Word Doc for Editing](#)

The staff of Solihten Institute is delighted to inform you of exciting training opportunities coming in early 2023!

The Institute is partnering with **Keli Rugenstein, PhD, LCSW-R, LMFT**, Executive Director of Eastern Door Counseling Center, co-director of PEAK, the Parental Estrangement of Adult Kids Support Network, and an individual member of the Solihten Network, to host **two different trainings** on the topic of parental estrangement.

“Estranged parents often find little help even from sources they have found useful in the past. Professional counselors tend to view reconciliation with adult children as a necessary element of a successful therapeutic outcome. They maintain this position although most of the decisions to break the connection and maintain the estrangement are at the initiative of adult children. Many estranged parents complain that social services were “useless” while the clergy’s urge to be forgiving fell wide of the mark. A quarter of those who asked advice from a doctor said she or he seemed ill-equipped to provide it.”

#### **Training Opportunities based on the Above Statement:**

- A **clergy specific offering** that you may wish to share with your **community faith partners** to help leaders feel better equipped to support members who are going through this difficult experience. This is an invitation for your Center to co-host the event for clergy in your local community. Additional resources have been provided including: a document with the information needed for your Center to co-host the event, a flyer that you can complete with your Center’s information to use as a Save the Date for your event, as well as supplemental resources from PEAK that may be helpful in your marketing of this offering.

A **clinical training** that will provide 3 CE credit hours that will help clinicians support estranged parents on their path toward recovery, which will prepare them for either outcome (reconciliation or recovery). Everyone who completes the training will also have the opportunity to join the PEAK Support Network. Resources have also been provided for this training: a document with the information about an opportunity to get free admission for yourself (or your Center), a marketing piece that includes registration and cost information, as well as the supplemental resources from PEAK that may be helpful in sharing this opportunity with others.

You may have questions after you have read the attachments. Please contact:

Laurie Pechie  
[lauriep@solihten.org](mailto:lauriep@solihten.org)  
(303) 882-4419

Fonda Latham  
[fondal@solihten.org](mailto:fondal@solihten.org)  
(903) 330-005

#### **\* Survey for Helping Professionals and Faith Leaders, Survey Participation Opportunity**

Do you work in mental health or chaplaincy? Are you a faith leader of any tradition? If so, Boston University’s Albert & Jessie Daniels Institute Research Center needs your help to understand how leaders and professionals who work in these fields navigate stressful jobs, prevent burnout, and thrive in their work. [Click here](#) to check your eligibility to participate in this research. Results will help us develop resources and supportive interventions designed to promote flourishing for these professionals.

Danielsen is inviting staff members of the Solihten Network to participate, and if you have partner faith leaders you would like to invite, but there is a strong request **NOT to post the link online, especially social media channels because it tends to attract bots and some scammers.**

*The results of the survey will be shared with the Solihten Network upon the completion of the study.*

**\* Webinar: Spirituality, Religiosity and Child Health**

A graphic featuring a hand holding a globe with various religious symbols (including Christianity, Islam, Judaism, Hinduism, Buddhism, etc.) floating around it. To the right of the globe, the text reads "Society of Pediatric Psychology Webinar" and "Save the Date! Friday, December 9th, 2022". Below this, a table shows time conversions for different time zones: Eastern (11:00 AM - 12:30 PM), Central (10:00 - 11:30 AM), Mountain (9:00 - 10:30 AM), Pacific (8:00 - 9:30 AM), and HST (6:00 - 7:30 AM). At the bottom, it says "Spirituality, Religiosity and Child Health" and "1.0 CE Free to attendees who are members of Society of Pediatric Psychology".

[More Information and Register Here](#)

**Billing: Telehealth Reimbursement**

- **American Counseling Association (ACA) Proactively Leading Work of the Interstate Compact for Licensure Portability**  
Essentially, this important legislation means greater access to serve clients and the ability to practice across state lines for qualified professional counselors who meet both their state licensing requirements and the eligibility criteria established by the Commission.  
**A Brief History.** For the past four years, ACA has been working with the National Center for Interstate Compacts to create and operationalize a compact for counselors—and now the **Counseling Compact** is moving toward becoming operational. Seventeen states have now passed the Compact legislation and have joined the Commission, which will likely start granting privileges to practice in other Compact states by the end of 2023. The Compact will significantly change the way counselors can practice and provide continuity of care and the ability to reach underserved populations.  
**Who Is Eligible?** The Compact allows counselors licensed to practice independently to be granted a privilege, comparable to a license, to practice in another Compact state, to use telehealth in their practice, to practice on a home state license in any Compact state if a military spouse, and to utilize an expedited process to obtain a new home license when they move to another state. To be eligible, counselors must hold an unencumbered license from their home state; be able to practice independently and to assess, diagnose and treat behavioral health conditions; and pass an FBI background check.  
For more information, go to [ACA's Compact website](#) or <https://counselingcompact.org>.
- **Helpful Resources from the Center for Connected Health Policy (CCHP), Fall 2022**
  - [State Telehealth Laws and Reimbursement Policies, Summary Chart](#)
  - [State Telehealth Laws and Medical Program Policies, Summary Report](#)
  - [Infographic, State Telehealth Laws and Reimbursement Policies](#)
  - [State Summary Chart, Telehealth Laws and Reimbursement Policies](#)



From a previous edition of the **Solihten Update**

There have been several conversations, and some speculation, about the current and future status of **telehealth reimbursement for behavioral health services**.

Solihten Institute staff has continued our work in researching the landscape, and as is often the case with reimbursement rates, the answers may feel as clear as mud. As a result, we offer the following information with the following caveats: there are some direct points in the resources below, while others appear to be open to interpretation. For instance, one of the looming questions is **How long will Medicare continue to pay for behavioral health teletherapy at the current rate?** Often what Medicare approves or disapproves becomes the guideposts for other insurance companies. It is the Institute staff's assessment that the documents leave room for interpretation of the answer for that question. One senior policy analyst reported to the Institute staff that she understands the Medicare and HHS documents below to say that Medicare coverage for behavioral health telehealth will continue undisturbed through 2023. There are other sources, however, that are less certain that CMS will continue coverage as it is for all of 2023. **As with any billing information from the Institute, your Center is encouraged to seek out additional guidance on a local level as there is variance across states and third-party payors.**

**There are some key elements in the resources that do appear to be clear:**

- The PHE that put the waivers in place were renewed again in October. The orders can only be renewed 90-days at the time.
- Once the PHE ends, the HHS website states there will be a 151-day transition period. There are some PHE standards that have already been declared permanent and others that will return to the pre-COVID standards. The details around the different PHE standards can be found here on [Telehealth.HHS.GOV](#)
- Telehealth for behavioral health will continue to be covered by Medicare. The criteria may or may not change over time.

**An encouraging word from CMS for 2023 is that several policies are being proposed that relate to Medicare telehealth services.** This includes making several services which are temporarily available as telehealth services for the PHE available through CY 2023 on a Category III basis, which will allow more time for collection of data that could support their eventual inclusion as permanent additions to the Medicare telehealth services list. These policies can be reviewed on the [Calendar Year \(CY\) 2023 Medicare Physician Fee Schedule Proposed Rule Fact Sheet](#).

The Physician Fee Schedule (PFS) proposed rule is one of several proposed rules that reflect a broader Administration-wide strategy to create a more equitable health care system that results in better accessibility, quality, affordability, and innovation. President Biden announced a [strategy to address our national mental health crisis](#) as part of the Administration's Unity Agenda to help ensure that every American gets the behavioral health care they deserve,. Earlier this year, CMS issued their own [Behavioral Health Strategy](#), seeking to adopt a data-informed approach that [removes barriers to care](#) and services and promotes person-centered behavioral health care, including emotional and mental wellbeing.

Keep in mind that you will still need to **research around what insurance companies are doing in your state**. Solihten Institute staff has noted a varied ongoing utilization of telehealth throughout the Network, as well as how state plans are reimbursing it.

We have seen a spectrum that had some states planning to cut off telehealth reimbursement a year ago all the way to the opposite extreme in which continuous coverage was firmly in place.

In previous editions of the **Solihten Update**, the **Public Health Institute's Tool: Telehealth Policy Finder** has been shared, but we are bringing it forth again as they have made functional changes to explore what states are doing with their telehealth practices. We encourage you to review it, especially if you have not done so lately.

**Telehealth is here to stay; the only question is how it will be reimbursed and what, if any, criteria for that reimbursement will entail.** There will no doubt be shifts in the telehealth landscape until things settle into strong coverage around virtual behavioral health care accessibility throughout the country.

## Employee Morale and Soothing Practices

- ✿ **Big Feelings**, Liz and Mollie (Book)

Uncertainty. Anger. Despair. Envy. When you're overwhelmed by big feelings, it can seem like you're the only one who is struggling. But having difficult emotions doesn't mean you're malfunctioning. It means you're human. **Big Feelings** helps us understand that difficult emotions are not abnormal, and that we can emerge from them with a deeper sense of meaning.

- [Book Order](#)
- [About Liz and Mollie](#)

- ✿ **Learning resources Big Feelings Pineapple**

Explore emotions with 26 face pieces from smiles to frowns to everything in between. When kids (or adults who need a break from big feelings!) learn how to recognize, understand, and feel their feelings, they build the skills necessary to make friends, master teamwork, and live a happier, healthier life.

- [Get your own Big Feelings Pineapple](#)

- ✿ **This.**



## Solihten Update - Lite Archives

New for 2022, the **Solihten Update - Lite** is being distributed in addition to the full monthly version, **Solihten Update: "Ongoing Resources – Continuing to Move Forward"** that is usually sent on the first Thursday of each month and covers a range of resources and a lot of information. **The Lite edition focuses on a single topic** and is published on a rolling basis driven by the content needs for work of the Solihten Network. It will be sent to the Inboxes of Executive Directors/CEOs; Center Board Chairs/Presidents; Clinical and Training Directors; Administrative Personnel; and Development Personnel within each Center. Please feel free to distribute this information to other staff members as you see fit.

\*\*Denotes resources from the *Equity & Inclusion Resource Hour*, which is held on the Third Tuesday of each month (except June - August) at 2:00 PM, Eastern. The Equity and Inclusion Taskforce of the Solihten Institute National Board of Directors sponsors this offering.

- ☀ 11.21O [Parents of Estranged Adult Kids \(PEAK\) Training](#), November 21
- ☀ 09.28N [Workforce Development Series, Session Three](#), September 28
- ☀ 09.21M [Annual Statistical Report - 2022 \(2021 Data\)](#), September 21
- ☀ 08.29L [CMS Public Comment Period](#), August 29
- ☀ 07.13K SAC Registration Closing Soon, July 22
- ☀ +06.20J [IRS Raises Mileage Rate for Rest of 2022](#), June 20
- ☀ 06.09I [SAC Reservations and Registration](#), June 9
- ☀ 05.26H [Workforce Development Series, Session Two Substitute](#), May 26
- ☀ \*\*05.23G [Measuring the Immeasurable. Are we Looking at the Wrong Things?](#), May 23
- ☀ \*\*F.22 [Improving Cultural Competency for Behavioral Health Professionals](#), A Center Program's Experience, April 27
- ☀ E.22 [Workforce Development Series, Session One](#), March 29
- ☀ \*\*D.22 [Employee Supervision Across Racial Lines](#), March 16
- ☀ \*\*C.22 [Equity and Inclusion Supervision through the Lens of DEI](#), March 7
- ☀ B.22 [HIPAA Compliant Marketing and Social Media Workshop Resources](#), February 22
- ☀ A.22 [No Surprises Act](#), February 1

## The Solihten Update Archives

All prior issues of **The Solihten Update** that have been published since 2020 can be found in the member resources section of the Solihten Institute website: <https://solihten.org/protected-pages/training-and-education/updates-ongoing-resources/>

Each Center has a personalized log-in that has been provided to the Center Leadership. That information is available from [Steve Duson](#).

*Other*

**The older I  
get, the more  
I understand  
why roosters  
just scream  
to start their  
day.**