



Karen Lenz <office@catalystcounseling.net>

February All-Staff Email – Please Read!

1 message

Katherine Walter <katherine@catalystcounseling.net> Mon, Feb 3, 2025 at 11:02 AM
To: Rachael DeWitt <rachael@catalystcounseling.net>, Emma Komar <emma@catalystcounseling.net>, Jennifer Kennett <jennifer@catalystcounseling.net>, Andrew Brazzale <andrew@catalystcounseling.net>, Rose Thorne <rose@catalystcounseling.net>, Zainab Akef <zainab@catalystcounseling.net>, Gemma Drouhard Stille <gemma@catalystcounseling.net>, Katie Nagayama <Kaitlyn@catalystcounseling.net>, Zoe Freeman <zoe@catalystcounseling.net>, Ben Campbell <ben@catalystcounseling.net>, Codi Schilling <Codi@catalystcounseling.net>, Cindy Bouchard <cindy@catalystcounseling.net>, Kyra Zagorski <kyra@catalystcounseling.net>, Becca Yin <becca@catalystcounseling.net>, Aki Wakayama <aki@catalystcounseling.net>, Jadd Davis <jadd@catalystcounseling.net>, Azure Zheng <azure@catalystcounseling.net>, Meher Walia <meher@catalystcounseling.net>, Lia McInerney <Welcome@catalystcounseling.net>, Karen Lenz <office@catalystcounseling.net>, Charles Velez <charles@catalystcounseling.net>, "Tiantian (Betty) Yan" <betty@catalystcounseling.net>, MaKayla Woods <makayla@catalystcounseling.net>

Hi Everyone,

Here's another round of our monthly all-staff emails. There's a lot to share with you this month!

Please take a moment to read through this email and complete the quiz linked below.

You'll report **30 minutes of training time** for reviewing this information and completing the quiz.

Exciting News: Photo Shoot Success!

The recent photo shoot turned out some incredible pictures, and they're already being featured in our advertising campaigns! Check out the amazing ads for Azure and Betty in [NW Asian Weekly](#) for the week of Chinese New Year. If you were part of the photo shoot, Katherine and Rachael are hard at work turning your photos into ads. We plan to roll these out gradually over the next few months. Thank you for helping us showcase the heart and professionalism of our team!



Updates to the Intake Process

Our goal is to make the intake process smoother and more client-friendly while ensuring we gather the necessary information to assess for acuity before services begin. Here's what's changing:

Individual Therapy Sessions

- We're removing basic acuity questions from the intake form, as clients often feel uncomfortable answering personal questions at this stage.
- Acuity will now be assessed through the collaborative intake form, which includes additional questions to provide more insight.
- The admin team (Lia or whoever is covering intake) will review the collaborative intake for potential out-of-scope cases.
 - **If out-of-scope but not a crisis:** Clients will be referred out by admin with resources provided.
 - **If potential crisis (e.g., high SI or HI):** The Clinician On Call will contact the client to conduct a basic crisis assessment.
- If you are scheduled as the Clinician On Call and prefer not to handle these calls, let us know, and we'll adjust the schedule.

For most clinicians, the only change you'll notice is additional information in the collaborative intake. Clinicians On Call might have rare crisis-related responsibilities.

Couples Counseling Intake Process

We've made some refinements to streamline this process:

1. Much like individual therapy, SI and HI questions will be asked during the collaborative intake, not on the initial intake form.
 2. Lia will email both partners to coordinate scheduling (it's fine if only one partner communicates).
 3. Clients can request a free 15-minute consultation, which Lia will schedule during a clinician's available slot or break.
 4. Both partners must complete their forms, including the collaborative intake.
 5. Clinicians will review completed forms and advise Lia to:
 - Finalize scheduling.
 - Refer the client to a different Catalyst clinician.
 - Refer out.
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Clinician On Call Role

Infrequent scenarios may require the Clinician On Call to contact a client:

1. Potential Crisis Identified in Collaborative Intake

- Conduct a safety assessment for SI or HI. Follow our established protocols for referrals or immediate actions.
- Document the interaction in the On Call Clinician report.

2. Clients Working with Rose

- If Rose's coaching clients report suicidality or high-risk self-injurious behaviors and lack a therapist, the Clinician On Call will assess their risk level.
- Provide psychoeducation or recommend appropriate referrals.

These situations are rare, but if you encounter more than three in a week, let us know so we can adjust non-clinical hours as needed. The On Call Manual has been updated.

Managing Availability

We're updating how availability is tracked in Simple Practice to streamline scheduling:

- Use this format for availability appointments: "Your Name Available TH" or "Your Name EOW Available TH/IP."
- Set the location to "**unassigned.**" This ensures the availability appears correctly for the admin team. See what "unassigned" looks like as you create the appointment:

Mon 20 Tue 21 Wed 22 Thu 23 Fri

Azure Available TH

Appointment details

All day

01/23/2025 📅

3:30 PM 🕒 to 4:20 PM 🕒 50 mins

Team member

👤 Azure Zheng

Location

Unassigned

🔍

- 📍 Catalyst Counseling
- 📍 Video - patient not at home

Unassigned

2:30 PM
AZ: Azure Available TH

3:30 PM
AZ: Azure Available TH

1:00 PM
AB: Andrew Available TH

2:30 PM
AZ: Azure Available TH

3:30 PM
AZ: Azure Available TH

See an example of Andrew and Azure's availability:

Mon 20 Tue 21 Wed 22 Thu 23 Fri 24

2:30 PM
AZ: Azure Available TH

3:30 PM
AZ: Azure Available TH

4:30 PM
AB: Andrew Available TH

5:30 PM
AB: Andrew Available TH

1:00 PM
AB: Andrew Available TH

2:30 PM
AZ: Azure Available TH

3:30 PM
AZ: Azure Available TH

Please continue to update your availability in Simple Practice and let Lia know if you have questions.

Reminders

- **Reporting Hours:** Log time spent:
 - auditing Active Client lists (due Jan 31) and
 - 30 minutes of training time for quizzes in response to monthly All Staff emails.
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2-Step Email Verification

Remember when we asked everyone to turn on 2-step verification for Gmail? The deadline is here! If you haven't done this yet and you get locked out, please email Katherine.

- Instructions: [How to Set Up 2-Step Verification](#).
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Training Rate Increase

In response to local minimum wage increases, we're raising the training rate across the board to **\$22/hour**.

Thank you for your attention to these updates. Please reach out if you have any questions or need assistance.

And now the moment you've all been waiting for.....drumroll please....the amazing quiz! This one is created by Lia so it's actually entertaining:

<https://forms.gle/ovmiC4uoSd7F59Wy7>

All the best,

Katherine

Please note: If you are having a mental health crisis, please call the Crisis Line at 988 or go to your nearest emergency room. **I respond to most emails on Mondays and Wednesdays.** If you are not in crisis but need a speedy response, please reach out to our admin team at office@catalystcounseling.net.



Katherine Walter, LICSW

Clinical Director (she/her)

425-998-9769

www.catalystcounseling.net

Offices in Woodinville and Renton, with telehealth availability across Washington State.

If you are not the intended recipient of this confidential email please do nothing with this communication except notify me immediately by replying to this mail and deleting the original communication. Thank you.
