



Karen Lenz <office@catalystcounseling.net>

---

## 4/1 All Staff Email!

2 messages

---

**Katherine Walter** <katherine@catalystcounseling.net>

Tue, Apr 1, 2025 at 8:00 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>, Kaitlyn 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>, Liya 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>

Dear Team,

Before we get into the real updates, we have a few *very important announcements* to kick off the month of April:

- Beginning next week, all therapy sessions will be co-facilitated by a certified therapy llama. Clients may pet the llama for grounding support, but please don't let it eat your progress notes.
- Due to a new wellness initiative, all chart audits must now be completed while hula-hooping for improved executive functioning.
- Our next all-staff meeting will take place in an immersive escape room. You can only leave once you've submitted all your documentation.

...April Fools! 😄

No llamas, hula hoops, or escape rooms (yet). But now let's get to the **real (and very important)** updates. Please read through everything carefully, and don't forget to complete the short quiz afterward—you may report 30 minutes of paid time for doing so.

---

### 💰 Good News! Kaiser Rates Are Increasing

(Contract goes into effect April 15, 2025)

- **90791** → increasing from **\$123.91** to **\$146.56**
- **90837** → increasing from **\$116.00** to **\$129.19**
- **90834** → remains **\$92.12**

As always, we bill all insurance companies at **\$200/session** so we can capture the maximum reimbursement. They receive the invoice, laugh kindly, and pay us our contracted rate.

---

### **MaKayla is in Our New Ad!**

Keep your eyes peeled—our newest digital marketing campaign features MaKayla! 🙌 The ad is running across Instagram, Facebook, and Google. Stay tuned for other ads featuring executive function coaching and other specializations! If you weren't able to participate in our photo shoot but you'd like to be in an ad, please reach out to Katherine!



**Caring.  
Knowledgeable.  
Actually in network with  
insurance.**

**MaKayla Jones  
LSWAIC**

**Catalyst  
COUNSELING™**

**[www.CatalystCounseling.net](http://www.CatalystCounseling.net)**

**Our 21 therapists are in network with most commercial insurance  
and Medicare plans. Serving all of Washington State.**

---

### **On-Call Clinician Reminders**

Available from **7:00am–9:30pm daily**. Please call the **Clinician On Call first** for urgent clinical questions (see Clinician Portal for the number). If the Clinician On Call is in a session, they will call you back when the session is finished. If you don't get a response in the time frame you need, follow up with **Katherine and/or Jennifer**.

---

### **Who to Contact (and When)**

- **Non-clinical questions** → Email **Admin Team**
- **Non-urgent clinical** → Email **Katherine & Jennifer** (both!)
- **Urgent non-clinical** (e.g., flooding toilet) → Call **emergency maintenance** (info in portal & on kitchen whiteboard)
- **Life-threatening emergencies** → Call **911** and hit the **panic button in your office**
- **Katherine Text Policy** → Please *do not text*. If it's an emergency, call her. Otherwise, use email.



**NON-CLINICAL QUESTIONS**  
i.e scheduling, payroll, where to find  
the toilet paper, etc  
Email Admin Team

1

2

**NON-URGENT CLINICAL  
QUESTIONS**  
Email BOTH Katherine and Jennifer

**URGENT NON-CLINICAL QUESTIONS**  
Call the emergency maintenance  
number (206-617-8589) for our  
property management company

3

4

**URGENT CLINICAL QUESTIONS**  
Call the Clinician On Call (206-535-  
2232) from 7am to 9pm for all time  
sensitive/acute concerns.

**URGENT CLINICAL QUESTIONS -  
Alternative**  
If Clinician On Call is not available in the  
time-sensitive manner needed, call Jennifer  
or Katherine directly

5

6

**NOTE:**  
Do not text Katherine. If it's an  
emergency, then call her. If it's not  
an emergency, please email.

---

## **Monthly Clients Scheduling**

Admins are resuming the scheduling of **monthly clients**. In the quiz (below, please share your list of monthly clients.

---

## **Clinical Reminder - Washington Sex Offender Treatment Provider Directory**

As a reminder, if you have an adult client who is struggling with sexual attraction to minors, they are outside of our scope of practice. We do not have the skills and training to adequately assess if they are a continued threat to children. Luckily, there are clinicians in the community who have exactly this skill set and training. If you have a client with this presenting issue, please seek support from a supervisor and refer the client to this list of providers (We understand that not everyone who has these thoughts is a sex offender - but this is a great way to find providers who are capable of treating this issue):

[Washington Sex Offender Treatment Provider Directory](#)

Also, if you have a client who has revealed that they are consuming child pornography, or actively pursuing minors through in-person or online means, that is something that needs to be reported to the police and CPS. Please ask Katherine or Jennifer for support in these situations.

---

## **Active Client Chart Audits – Due April 30**

- Use your **Active Client Sheet** (admins will reset columns)
  - Find the **instructions** and **training video** in the **Clinician Portal**
  - Questions? Reach out to **Karen**
  - Report completion in your **May 1st hours log**
- 

## **Charting Reminder**

Your **symptoms section** in notes should be **detailed and thorough**. It's what justifies treatment and supports our billing.

---

## **Fizzy Drink Upgrade – Now Eco-Friendly!**

We're switching to a **NinjaThirsti Max** system to reduce waste. Bring in your own flavor drops, and let us know if there are specific pods you'd like to see in stock! It will arrive mid-April.

---

## **Couples Consult Changes**

With a heavy heart, we must report that Agnes Kwong is going to be leaving us. She has been the facilitator for the couples therapy consult group for several years. She made the difficult decision to close her group practice, Interconnections Healing, and move her family back to Canada.

- **Agnes is moving to Canada**—her final consult is in **May**
  - **June** → no couples consult
  - **Starting July** → **Jennifer** will lead couples consult during **Tuesday meetings**
  - It'll rotate with trauma and neurodiversity consults. Attendance is optional and flexible.
- 

### **Construction Alert – June**

The building across the street (ugly green scaffolding, you know the one) is being **demolished in June**. It'll be replaced with a new 5-story building that will be part of **WoodinCreek Village**.

- Expect **noise**
  - If parking becomes an issue, let **Katherine** know so she can contact developers
  - This is **not** related to the **Molbak's** development—we don't have updates on that yet.
- 

### **Save the Date: Staff Party – Sept 7**

**When:** Sunday, September 7th

**Where:** Flowing Lake Park (Shelter 2)

**Who:** You, your families, partners, kids—everyone is welcome!

**Activities:** Swimming, playground, **tie-dye workshop** with North End Maker Space (we'll provide scarves and bandanas—feel free to bring your own cotton or bamboo gear)

**Food:** Probably pizza with veg and GF options (TBD)

---

### **A short note about the economic outlook (TLDR this is **not** bad news)**

There's been a lot of chatter recently about whether or not the US economy is about to go into a recession. We are certainly not in a recession at the moment, but there are plenty of signs that things could head that way. So what does that mean for us? As it turns out, **the outlook is pretty good for our tiny sector of the economy.**

When there are economic downturns, **people tend to feel increased distress and they turn to mental health services.** Overall mental health agencies tend to get busier during a downturn. People do tend to change their patterns, however – **they seek services that accept their insurance** rather than choosing private pay or superbill options. We choose to be an insurance-based practice for two reasons - more people can access our services, and it protects us during a downturn.

Couples therapy is a bit more complex to predict. If the last few recessions were any indication, people start by reducing their out of pocket expenses, so couples therapy drops. However, as the recession lingers, couples are often brought to a crisis point and they reach out for couples therapy despite the cost.

**Right now, things are looking good. We are preparing, however.** Part of Rachael's migration to the new position of outreach coordinator is that we are more aggressively marketing our services in the community. We're also spending more heavily on online advertising on Facebook and Google. **Our goal is to become the default mental health agency in the Northshore region, known for competence, cultural humility, and accessibility.** In the next year if we experience a macro slowing of referrals and your caseload is looking a little sparse, we will ask you to take a look at how many community-facing visibility hours you are doing, and whether your schedule is aligned with what people are requesting. Beyond that, there are many other levers we could choose to pull if needed, such as paneling with other insurance companies.

If you are curious about marketing/advertising and you want to learn more or get more involved in that part of our agency, please reach out to Rachael or Katherine!

---

Thank you all for the incredible work you do each day. Please take the time to complete the quiz, and don't hesitate to reach out with any questions.

And now the moment you've all been waiting for.....drumroll please....the amazing quiz! This one was made by ChatGPT. You may report 30 minutes of paid time for completing this quiz!

[https://docs.google.com/forms/d/e/1FAIpQLSc4T2CgGB12BNGFzXS7wwsyEebT9Z2b-n0JjBAyces\\_dXmqnbw/viewform](https://docs.google.com/forms/d/e/1FAIpQLSc4T2CgGB12BNGFzXS7wwsyEebT9Z2b-n0JjBAyces_dXmqnbw/viewform)

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. If you are not in crisis but need a speedy response, please reach out to our admin team at [welcome@catalystcounseling.net](mailto:welcome@catalystcounseling.net).





**Katherine Walter, LICSW**

Clinical Director (she/her)

425-998-9769

[www.catalystcounseling.net](http://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.*

**Karen Lenz** <office@catalystcounseling.net>

Tue, Apr 1, 2025 at 8:55 AM

To: Katherine Walter <katherine@catalystcounseling.net>

Cc: 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 Stilley <gemma@catalystcounseling.net>, Kaitlyn 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>, Liya McInerney <Welcome@catalystcounseling.net>, Charles Velez <charles@catalystcounseling.net>, "Tiantian (Betty) Yan" <betty@catalystcounseling.net>, MaKayla Woods <makayla@catalystcounseling.net>

Hi all,

One more note about the Active client audit due April 30th: Instructions on how to do your Active client chart audit can be found [here](#). Please be sure to report it in your April hours if you complete the audit in the month of April.

The video instructions going over how to audit your chart can be found [here](#) (also in the clinician portal under training resources/training and onboarding).

Don't forget to report in your Hours tracker half hour of time for each All staff email review that you submitted a quiz response to.

Thank you!

**Please note:** I am in the office part-time. If you need to make a change to a scheduled appointment on short notice, please email your clinician directly (preferable), or call our office and leave a message and we will relay the message to your clinician by the next business day.



**Karen Lenz**

Billing Manager (she/her)

425-998-9769

[www.catalystcounseling.net](http://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.*

---

[Quoted text hidden]