

**Luzerne-Wyoming Counties
Mental Health and Developmental Services**

MENTAL HEALTH SERVICES DEFINITIONS

January 1, 2018 to December 31, 2018 Request for Proposals

Administrative Management

Administration of records and case files, coordination of service planning to consumers and families, advocacy and other involved parties necessary to implement effective services – this relates to ongoing services funded under Administrative Management pertaining to the operation of Outpatient Services and other clinic and non-clinic services funded by the Luzerne-Wyoming Counties Mental Health and Developmental Services.

Answering Services

This service is professional phone answering services provided from 4:30 p.m. until 8:00 a.m. weekdays, weekends beginning 4:30 Friday until 8:00 a.m. Monday and 13 holidays that assist people seeking mental health related services. The intent of these services is to efficiently guide the caller to appropriate community health related services.

Assertive Community Treatment Team

Assertive Community Treatment Team is targeted to meet the needs of individuals with serious and persistent mental illness 18 years old and above, as well as drug and alcohol concerns, who have not otherwise experienced successful engagement and community services and have had multiple or lengthy admissions to community and state hospitals. The individuals targeted for this service have a history of difficulty engaging in typical mental health services and are at risk for re-hospitalization and homelessness.

Base Service Unit

These services include processing of intake referrals, verification of disability, liability determinations, authorization for services, monitoring of service delivery, maintenance of case files, and coordination of service planning. This includes liability specialist and support staff necessary to assist County funded consumers explore insurances, identify co-payments, individual liabilities and access appropriate services.

Blended Case Management

These case management services provide a “bridging” of Intensive Case Management and Resource Coordination whereby consumers may move from one level of service to another level of service without compromising continuity of care.

CCRS/POMS Enterprise Initiative Consultation Services

Information Systems/Information Technology consultation services provided directly to Luzerne-Wyoming Counties Mental Health and Developmental Services to assure the successful implementation and operation of the federally-mandated Consolidated Community Reporting/Performance Outcomes Measurement System (CCRS/POMS) Enterprise Initiative. These consulting services require a depth of knowledge of CCR/POMS requirements to be capable of effective consultation and direct service provision across a wide range of activities including, but not limited to, design/acquisition of software, staff training, and all other aspects of program implementation and operation. Consultation services are required twenty (20) to forty (40) hours per week during regular business

hours of the MH/DS Administrators Office and will be established and maintained through a Purchases Personnel contract.

Community (Supported) Employment Services

This evidenced based practice in a community setting or employment-related programs which may combine vocational evaluation, vocational training and employment in a non-specialized setting such as a business or industry or other work sites within the community. Included are competitive employment, supported/supportive employment, and industry-integrated vocational programs such as work stations in industry, transitional training, mobile work forces, enclaves, affirmative industries/business. The costs related to this service must include development of recovery oriented transportation services for each consumer to get to and from employment.

Community Residential Rehabilitation Services

These services apply to care, treatment, rehabilitation, habilitation, and social and personal development services provided to people in a community based residential program which is a licensed facility in accord with Chapter 5310 Regulations. These services are intended for persons capable of benefiting from social and personal development services away from their own homes or family.

Crisis Services

Immediate, crisis-oriented services designed to ameliorate or resolve precipitating stress, which are provided to adults or children and their families who exhibit an acute problem of disturbed thought, behavior, mood, or social relationships. The services provide rapid response to crisis situations which threaten the well-being of the individual or others. Mental Health Crisis Intervention Services include intervention, assessment, counseling, screening, and disposition services in the following categories: Telephone, Walk-in; Mobile Individual, Mobile Team and Crisis Residential.

Drop-In Centers in Luzerne-Wyoming Counties

These services assist people develop peer support, participate in social activities and develop recreational activities that allow and support recovery from mental illness.

Emergency Services

These are emergency related activities and administrative functions undertaken to proceed after a petition for voluntary or involuntary commitment has been completed, including any involvement by staff of the County Administrator's Office in this process.

Facility Based Vocational Rehabilitation Services

This service is designed to provide remunerative development and vocational training within a community-based, specialized facility (sheltered workshop) using work as the primary modality. Sheltered workshop programs include vocational evaluation, personal work adjustment training, work activity training, and regular work training and are provided in facilities licensed under the Chapter 2390 regulations (Vocational Facilities). The intent of these services is to assist individuals to move toward competitive employment opportunities.

Family Based Mental Health Services

Family Based Mental Health Services are comprehensive in nature incorporating intensive in-home therapy (32 weeks), case management, family support services and 24-hour/7-day availability for crisis intervention. Child or adolescent must have a mental illness or emotional disturbance and is determined to be at risk for out-of-home placement.

Family/Consumer Directed Self-Help and Advocacy Services

These services focus on consumer and family driven and directed advocacy support and education activities intended to be available to individuals and their families. Assists consumers/families through the provision of local resource information and assists in a supportive role in areas requiring advocacy, quality or when other concerns arise with local service providers.

Advocacy services also involve groups of interested consumers, families and others who establish strategies to assure stakeholder input in local, state and federal policy making and development of self-directed services consistent with consumer and family self-direction focusing on principles of recovery and resiliency.

This service also includes an educational component targeting consumers, families, caregivers, agencies, police and other criminal justice personnel, educators, businesses, other identified groups or the community at large ranging from small targeted training activities to larger community awareness events such as walks, public forums, and anti-stigma campaigns. Also includes establishing and implementing strategies to assure outreach to, and inclusion of, a broad-based representation of the greater community; formal and informal partnerships with local government, the business community, and other groups to promote greater acceptance and opportunities for persons with mental illness to fully participate as valued members of their local communities.

Fire Setter Program

Fire Setter Program offers specialized therapy and psycho-education for individuals who are currently and/or history of fire setting behaviors. The overall goal is to lower or replace maladaptive coping skills and fire setting behaviors by teaching safety and providing specialized therapy to increase accountability and safety. Also offers individualized fire safety education to increase awareness of the severity of fire-setting behaviors, model safe fire behaviors for the youth and family, and help parents practice fire safety.

Forensic Assertive Community Treatment Team

Forensic Assertive Community Treatment Team will provide comprehensive evidence based treatment to high risk individuals who suffer from severe and persistent mental illness and have a history of incarceration, as well as drug and alcohol issues and have a history of acute and long term care such as Clark Summit State Hospital. The individuals targeted for this service have a history of difficulty engaging in typical Mental Health Services and are a risk for re-hospitalization, homelessness and jail.

Forensic Assertive Community Treatment Team (FACT), an adaptation of the Assertive Community Treatment Team(ACT) model, is designed to transition adults 18 years old and above with severe mental illnesses from correctional facilities into the community.

Functional Family Therapy Services

A service that provides in-home family therapy to adjudicated youths for a period up to nine months. Based upon Reality Therapy, therapists help individuals in the family to identify and communicate needs as well as respect and support others in the family.

Initial Assessment by Clinician at Intake (Mental Health)

This is the first contact of a consumer with an intake specialist who assist each person or family seeking services to identify the presenting problem, complete necessary social, familial, and medical to develop an initial service plan. Payment for this service is for those consumers who have been determined to be ineligible for other insurances.

Inpatient Psychiatric Services

These services are provided to an individual in need of 24-hour continuous psychiatric hospitalization. These services must be licensed by appropriate licensing agents in Pennsylvania.

Intensive Supportive Housing

Evidenced based supportive housing will assist individuals with complex, serious, chronic mental illness obtain affordable safe housing and the skills needed to remain and be successful in the community. This service will assist individuals moving out of Clark Summit State Hospital transition to the community. This service will focus on individuals currently residing in Community Residential Rehabilitation (CRR's) obtain individualized housing. This program is expected to provide renter skills training, emergency rent payments, security deposits, rent guarantees, furniture and household goods, moving assistance, life skills training, and negotiate with landlords to address any challenging issues that may arise. This service shall be provided utilizing the SAMSHA EBP tool kit: PERMANENT SUPPORTIVE HOUSING (Intensive)

Master Leasing Program

Master-Leasing is designed to serve MA-eligible/MA ineligible people 18 years of age and older with serious and persistent mental illness or substance abuse issues who are able to live independently in the community if they have support staff for monitoring and/or assisting with residential responsibilities. This traditionally underserved population has become highly represented in county prison population and requires housing opportunities not previously made available due to legal difficulties.

This project will focus on providing access to safe and affordable housing for persons with serious mental illness/substance abuse issues and are experiencing legal difficulties and have demonstrated difficulty in securing and maintaining safe and affordable housing. This program provides a staff member to assist with landlord negotiations, budgeting, service coordination, locating appropriate and necessary community resources in addition to financial assistance for rent, utility and other required necessities for community living

Mental Health Court Coordinator

This position is to oversee and coordinate daily operations of the Luzerne County Mental Health Court, conduct psychological evaluations, facilitate communications between the criminal justice and mental health services, identify training needs and develop policy and procedures related to effective operation of the service.

Mental Health Delegate Services

These services are provided during daytime each weekday and evening/weekends as available). These services include immediate availability to travel to local mental health facilities, hospitals and other areas as appropriate to facilitate the completion and review of commitments for involuntary evaluation and treatment under the Mental Health Procedures Act. The person(s) delivering this service must be knowledgeable of the Mental Health Procedures Act, available to accept phone calls from staff, develop intervention plan as necessary and allowable under law, travel to facility, meet with petitioners and determine appropriate outcome to request for evaluation.

Multisystemic Therapy (MST)

Multisystemic Therapy (MST) is a program designed for youth generally between the ages of 12 through 17 who have antisocial, aggressive/violent behaviors, are at risk of out-of-home placement due to delinquency and/or; adjudicated youth returning from out-of-home placement and/or; chronic or violent juvenile offenders, and/or youth with serious emotional disturbances or abusing substances and their families. Services are provided through a team approach to youth and their families. Services include: an initial assessment to identify the focus of the MST intervention; individual therapeutic interventions with the youth and family; peer intervention; case management; and crisis stabilization. Services are available in-home, at school, and in other community settings. MST involves families and other systems such as the school, probation offices, extended families, and community connections.

Outpatient Mental Health Services

These are clinic based, treatment oriented services provided to individuals (children, adolescents or adults) or his/her families suffering from a diagnosed mental health disorder. These services are provided in accord to Department of Human Services' Outpatient regulations. This includes services provided by Certified Registered Nurse Practitioners, therapists, and Physician Assistants for individual therapy periods of 20-30 minute, 45-50 minute, 75-80 minute sessions, med visit w/o med administration new and established patients, family psychotherapy, group psychotherapy, psychiatric evaluations.

Partial Hospitalization Services

These services are non-residential treatment services licensed by Department of Human Services for persons with moderate to severe mental illnesses. Partial hospitalization services may be: 1) a day service designed for persons able to return to their home in the evening, 2) an evening service designed for persons working and/or in residential care, 3) a weekend program and /or 4) a day or evening program in conjunction with school. The Partial Hospitalization activities include:

- a) Medical, psychiatric, psychological and psychosocial treatment services, including individual, family, and group psychotherapy.
- b) Health education, to include basic physical and mental health information; nutrition information and assistance in purchasing and preparing food, personal hygiene instruction; basic health care information, child care information and family planning information and referral; information on prescribed medications.

- c) Instruction in the basic care of the home or residence for daily living, and in age appropriate developmental skills.
- d) Instruction in basic personal financial management for daily living.
- e) Medication administration and evaluation.
- f) Social interaction and pre-vocational service instruction.
- g) Crisis counseling.
- h) Acute partial programs that are generally three (3) weeks or less in duration.

Peer Counselor Services

This service is a program with one paid coordinator who recruits, trains and supervises a team of volunteers aged 55 or older. These volunteers visit elderly residents who cannot utilize traditional mental health programs. This program is designed to provide in-home supportive mental health services to senior citizens.

Peer Specialist Services (Certified)

The Peer Specialist acts as a role model for individuals receiving mental health services and works to form relationships with consumers in order to better understand and communicate needs pertaining to recovery goals and developing community supports.

Personal Care Home Services in Wilkes-Barre and Hazleton

These services are specialized Personal Care Home services located in Wilkes-Barre and Hazleton provided to individuals suffering from serious mental illness. These services are provided in accordance to Pennsylvania Department of Welfare as Personal Care Home services in addition to offering support services consistent for people suffering severe mental illness.

Psychiatric Rehabilitation Services

These services assist adults, 18 years and older, to develop, enhance or retain psychiatric stability, social competency, personal adjustment and independent living so they may experience recovery from symptoms of mental illness.

Representative Payee Services

The Representative Payee shall responsibly manage, properly safeguard and accurately account for the receipt and disbursement of each consumer's income in accordance with all Federal, State and County requirements.

Respite Services for Children and Adolescents

Respite refers to short-term, temporary care provided to children/youth, ages 0-21, diagnosed with serious emotional or behavioral challenges in order that their families/caregivers can take a break from the daily routine of care giving. Respite can be based out of the family's/caregiver's home or out in the community. Respite services can vary from a few hours to a week or may involve overnight care for an extended period of time.

Sexual Offenders Program

Specialized treatment for individuals who have engaged in inappropriate sexual behaviors, adjudicated of a sexual crime, and or have been a victim of sexual abuse who in turn have offended others within the community.

Student Assistance Program

Staff participates as part of Student Assistance Teams in Junior, Senior high schools in school districts throughout Luzerne and Wyoming Counties to provide prevention, early intervention, assessment, referral and case management services.

Supported Housing Services

These Evidenced Based Services are provided to consumers of mental health services which enable the recipient to access and retain permanent, decent, affordable housing, acceptable to them. Services are generally time-limited and intended to address a specific issue. These services are expected to be consistent with EBP as described by SAMSHA.

Transportation Services

This service is provided to individuals suffering a mental illness who require transportation to and from Facility Based Vocational Services or Partial Hospitalization Services/Day Treatment Services.

Warmline

4 hours daily, 7 days a week

This toll free, telephone based non-crisis service designed to respond to caller's inquiries and concerns about mental illness that are of mild to moderate intensity of need. The Warmline Service is intended to be a professionally operated recovery-oriented service with an established linkage to mental health crisis intervention services. The Warmline Service will provide relief for those circumstances where callers are seeking support, information about local social service resources, location of services, hours of operation, and methods to get to and from services.