L & P Services, Inc. dba

LIFE & PURPOSE BEHAVIORAL HEALTH

Program Services and Structure

FY 2018

**Description of Outpatient Services:**

Life & Purpose Behavioral Health offers outpatient services to children, adolescents, and adults who meet program admission criteria. Services consist of information and referral, assessment and screening, treatment planning, mental and/or behavioral health treatments using evidenced based practices, treatment modalities such as but not limited to individual, group and family therapy. Services are offered at clinic locations in Washington County, Ohio at 207 D Colegate Drive, Marietta, Ohio 45750, (740-376-0930), 125 Lee Street, Belpre, Ohio 45714, (740-376-0930) and 919 Mitchell Ave., Beverly, Ohio 45715. These services are person-centered, recovery oriented, and evidenced-based or informed with the intent that the best care is available to anyone seeking outpatient services for themselves and/or their family member within this community. Most individuals and families seek services on a voluntary basis.

**Treatment Philosophy**

LIFE & PURPOSE BEHAVIORAL HEALTH is committed to following the guiding principles and core values of the Recovery Model supported by Substance Abuse Mental Health Services Administration (SAMHSA) and the National Alliance Mental Illness (NAMI). Specifically, Life & Purpose Behavioral Health strives to assist clients to improve their health and wellness, live a self-directed life, and reach their full potential. Staff are trained to engage clients to participate in the development of their treatment plan goals and objectives. Through use of evidenced-based and evidenced-informed models, providers are equipped and resourced to help clients navigate the road to recovery.

LIFE & PURPOSE BEHAVIORAL HEALTH subscribes to the following recovery core values:

1. Hope is important in the life of every individual.
2. Every individual wants to live a life that is purposeful and meaningful.
3. Recovery and Resiliency is a personal journey, an experience that is unique individual.
4. Individuals should be empowered to make decisions affecting his/her own recovery
5. Emphasis should be placed on personal responsibility for his/her own recovery and Resiliency.
6. Education and resources about mental illness and addictions are essential to empowerment.
7. Effective treatment requires a partnership between the individual and service providers.
8. Individuals with mental illness can work, and, in other ways, contribute to the community.
9. Focusing on the individual and family strengths can help foster recovery and resilience by helping individuals see their abilities vs. disabilities.

**Program Goals for Outpatient Services:**

a. To support the recovery, health, and well-being of the persons or families served.

b. Enhance the quality of life of the persons served.

c. Reduce symptoms or needs and build resilience.

d. Restore and/or improve functioning.

e. Support the integration of the persons served into the community, through programs such as case management, peer support, peer recovery and housing programs.

**Services offered:**

The following services are available within the scope of the Outpatient Services:

1. **Information and Referral**
2. **Assessment and Screening**
3. **Admission for treatment services**
4. **Psychiatric evaluations**
5. **Medication evaluations**
6. **Person Centered Treatment planning and evaluation**
7. **Individual therapy**
8. **Family therapy, education and support**
9. **Group therapy**
10. **Psychiatric medical services**
11. **Community Psychiatric Supportive Services (CPST)**
12. **Case management**
13. **Crisis Services**
14. **Day Treatment**
15. **Transition and discharge planning**
16. **Clinical Records Management**

**Population Served/Admission Criteria:**

Life & Purpose Behavioral Health provides outpatient services to children, adolescents, and adults who meet the following admission criteria**:**

* Primary DSM 5 diagnosis
* Resides in Washington County or immediate surrounding counties, including bordering West Virginia counties.
* Willing to follow treatment recommendations and consent to treatment
* Age 4 or older
* Has a payer source or agrees to the fees for self-pay clients that meet NHSC federal poverty guidelines and fee structure

**Special Populations served by Outpatient Services**

1. Children and Adolescents
2. Children and Youth in state custody
3. Older Adults
4. Substance abusers
5. Pregnant teenagers or young adults
6. Persons with Development Disabilities/Mental Health Disorders
7. LGBTG

**Outpatient Clinic Locations:**

207 D Colegate Dr.

Marietta, Ohio

740-376-0930

125 Lee Street,

Belpre, Ohio 45714

740-376-0930

919 Mitchell Ave.

Beverly, Ohio 45715

**Days / Hours of Service:**

LIFE & PURPOSE BEHAVIORAL HEALTH offers appointments from 8:00 a.m. to 5:00 p.m. Monday thru Friday. Walk-In services are available Monday through Friday from 8:00 a.m. to 11:00 a.m. at the 207 Colegate offices. Emergency services are available at the Belpre and Marietta offices during regular hours and at the Emergency Departments at Marietta Memorial Hospital (Marietta and Belpre campuses) and Selby Hospital in Marietta on a 24/7 basis.

**Frequency of services:**

The number of services offered for each individual and family vary based on the need of the client, and is reflected in the person-centered plan created by the client and clinician.

**Payer sources:**

LIFE & PURPOSE BEHAVIORAL HEALTH accepts Medicaid, Medicare and most major insurances. A sliding fee scale is available for low income individuals with no payor sources. This is made possible through contracts with the Washington County Behavioral Health Board.

**Fees**

Life & Purpose Behavioral Health offers services to those without a payer source through a sliding scale fee structure based on the federal poverty guidelines that meet the National Health Service Corp requirements. Fees for services are located at each office and are discussed with clients at intake.

**Referral Sources:**

LIFE & PURPOSE BEHAVIORAL HEALTH receives referrals for outpatient services from local inpatient providers, crisis services, the school systems, primary care providers, MCO’s, courts, families, social service agencies, self-referrals and private providers.

**Information about Outpatient services are shared in the following ways:**

1. Information regarding LIFE & PURPOSE BEHAVIORAL HEALTH outpatient services is available and is provided to individuals seeking services by phone or in person.
2. LIFE & PURPOSE BEHAVIORAL HEALTH provides client orientation handbooks to all new clients and guardians of clients.
3. Information is provided to the individuals’ family and support system network at the individual’s request.
4. Information is provided to referral sources who are linking the individual to outpatient services.
5. Information is shared with all payer sources per LIFE & PURPOSE BEHAVIORAL HEALTH contracts.
6. Information is shared with key stakeholders such as agency board members, local service providers, governmental agencies, jail/prison system, and advocacy groups.
7. LIFE & PURPOSE BEHAVIORAL HEALTH attends public health fairs and distributes information regarding outpatient programs at these events and through its website.

**Review of Scope of Services:**

Management Team and key stakeholders review the outpatient scope of services annually and updates the scope of services as needed.

**Resources:**

LIFE & PURPOSE BEHAVIORAL HEALTH allocates resources towards the operation of outpatient services. There are three outpatient facilities to accommodate clients who live in various areas of the community. These facilities provide an adequate number of rooms to accommodate the clinical staff and clients. There are larger rooms available where group therapy and staffing are conducted. LIFE & PURPOSE BEHAVIORAL HEALTH strives to maintain an adequate number of staff to provide services to all individuals seeking outpatient services and to avoid waiting lists for services. As the client case load increases, new staff are hired to serve all individuals.

LIFE & PURPOSE BEHAVIORAL HEALTH provides organizational support for outpatient services by the following departments’ Clinical, Administration, Finance, Human Resources, Information Technology, Compliance and Quality Management.

**Competency of Direct Care Staff:**

All Outpatient and Intensive Outpatient Service providers must meet hiring guidelines directed by the Ohio Department of Mental Health and Addiction Services and the Ohio Counselor, Social Worker and Marriage & Family Counselor Board. Depending on the services, these guidelines include education, licensing and/or credentialing. The job descriptions for all staff members provide information on the specific qualifications needed of staff to conduct clinical services.

**Use of evidenced based practices:**

A wide variety of evidenced based or supported practices are used in implementing behavioral health interventions in Out-Patient Services. To ensure staff are prepared to utilize these practices, the agency provides initial and on-going clinical training and supervision. Training may be conducted using agency staff, on-line training, or professional trainers external to the agency. Staff may also be sent out of the agency to attend other conferences and workshops as they are available. Training of staff may include the following required training topics in compliance with LIFE & PURPOSE BEHAVIORAL HEALTH’s policy and procedures;

* 1. Crisis Intervention and Resolution
  2. Medications, Medication Management, and Medication Facilitation
  3. Families as a System
  4. Natural and Community Support System Assessment
  5. Legal Issues and Mandates regarding Mental Illness, Serious Emotional Disturbance, and Substance Abuse (including forensics, mandatory outpatient treatment, confidentiality, and involuntary commitment)
  6. Cultural Diversity and Cultural Competence
  7. Etiology, Treatment, Measurement and Diagnostic Categories of Mental Illness, Serious Emotional Disturbance, and Substance Abuse (including Alcohol and Drug Abuse, Physical and Sexual Abuse, Suicidal Ideation, Developmental Disabilities, Mental Retardation, and Dual Diagnosis- including integrated treatment)
  8. Mental Health Case Management Principles Practices and Philosophy
  9. Mental Health Case Management Assessment, Treatment Planning and Intervention Techniques (including facilitation of access to community resources)
  10. Service Planning and Monitoring
  11. Screening for Inpatient Hospitalization
  12. General Health Care Practices and Medical Conditions that may be associated with mental illness, serious emotional disturbance and substance abuse (including AIDS/HIV, Tuberculosis, STD’s, Hepatitis, Other medical conditions)
  13. Age Appropriate Developmental Principles (including EPSDT requirements)
  14. CPR and First Aid
  15. Consumer Rights and Responsibilities, and Consumer Advocacy
  16. Stress Management Skills
  17. Data Management and Record Keeping
  18. Organizational Policies and Procedures
  19. Ohio Mental Health and Addiction Services’ Rules, Regulations, Standards, Policies and Procedures
  20. System of care values and principles for the child centered and family focused treatment of children and youth
  21. Recovery and Resiliency Based Approaches to Providing Services and the Development of Treatment Planning and Goal Setting
  22. Illness Management and Recovery
  23. CARF Best Practice Guidelines for Adult, Child and Youth Behavioral Health Services
  24. Language Interpretation and translation services
  25. Crisis Relapse Prevention
  26. Recovery and Rehabilitation Concepts
  27. Conflict Management and Resolution
  28. Enhanced Case Management Skills

LIFE & PURPOSE BEHAVIORAL HEALTH also provides ongoing clinical supervision to evaluate competency of clinical staff members. In addition, staff competency is enhanced through the PEER REVIEW process as described in Quality Records Management.

**Entry, transition, and exit criteria:**

1. LIFE & PURPOSE BEHAVIORAL HEALTH provides a single point of access for individuals seeking outpatient services. The access center staff ask a variety of screening questions in order to ensure that the individual in need of services, will meet the admission criteria and be adequately served in an outpatient setting. Admission criteria includes a DSM-5 diagnosis, insurance plan that is on LIFE & PURPOSE BEHAVIORAL HEALTH panel, meets the federal poverty guidelines for NHSC if they are an adult with no insurance, or agrees to sliding scale fee if no insurance is available. If the outpatient program does meet the needs of the individual and admission criteria is met, a timely appointment is provided within 10 business days (7 days if individual is a post hospital referral) at the outpatient location of the individual’s choice. If it appears the individual could be better served by another service provider or advocacy group, the individual is provided resources that match their needs.
2. When the individual who is receiving services in the outpatient program is found to need another level of service, the clinician who identifies this need will discuss this with the individual and refer them to this other service. Examples of transition may include hospitalization, Detox Center, residential treatment, or a program in another state as the individual has moved, etc. Coordination of care including a transition plan of care and all pertinent records the client asks LIFE & PURPOSE BEHAVIORAL HEALTH to send to the new provider, is provided to the individual and the new provider to ensure the transition is a successful one.
3. Discharge planning begins at the admission of outpatient program and progresses toward completion of services and the person-centered goals of the individual are provided at each session. If the clinical staff and individual receiving services determine that the individual has successfully completed the outpatient program and no further services are needed, a discharge plan is completed. The individual may also decide to end services on his/her own and a discharge plan is provided to this individual as well. All individuals discharged from the program are provided with the information that they may seek services again from LIFE & PURPOSE BEHAVIORAL HEALTH if they determine it is needed and criteria is met.

See Transition/Discharge Planning Policy for detailed procedures.

**Individuals Ineligible for Services:**

1. Individuals found to be ineligible for services are informed as to the reason/s for this decision and provided with another option for services that may meet their needs.
2. The referral source and family member (if individual chooses to include family in this process) are also informed of the reason for this decision of ineligibility, and they are also provided other resources that may better fit the individual’s needs.
3. Recommendations are always provided in order to link that individual, family, or referral source to another service provider who may meet the needs of that individual. An example of this may include someone who has a family member with Autism and is seeking a specialist who can provide adequate services. The single point of access team will link that individual to a local advocacy group who can assist the individual further.

**Unanticipated Service Reduction or Exit:**

Each Program/Service implements procedures that address unanticipated service modification, reduction, or exits/transitions precipitated by funding or other resource issues. The persons served, as well as, the payer source is given a notice of the reason for reduction in service or exit from service and recommendations for alternative services. When appropriate, staff member files an appeal or assists the person served to file an appeal in order to advocate for the needs of the person served.

**Legal Decision-Making Authority:**

Each program recognizes that persons served may not have the capacity or be of age to make decisions in his or her own best interests. Staff members are trained on legal terminology and options, including Guardianship, Advance Directives, Conservatorship, and Power of Attorney. This information is provided to persons served and family / support persons to facilitate changes, if appropriate, to legal status.

Medical Consultations:

Outpatient services as well as all other programs receive medical consultation regarding medically related policies or procedures from the Medical Director. In addition, the Medical Director and/or Nurses provide consultations to program staff on a daily basis regarding ongoing patient care.

**Education and Support for Clients and Families.**

LIFE & PURPOSE BEHAVIORAL HEALTH ensures that information and education provided to persons served are relevant to the needs of the persons served. Information and education may be provided through individual and group sessions, group education, case management services and written

materials or publications. The education provided covers a variety of subjects including medical, housing, mental health, relationships, alcohol and drug issues and life skills. Education may include

assisting the person served to access information on their own.

Families/support systems are encouraged to participate in the clinical programs and

educational activities as appropriate with consent of the person served. In addition, therapist refer clients and families to support groups that are located in their communities.

**Crisis Intervention:**

All Life & Purpose Behavioral Health clients are assessed at initial contact and on an ongoing basis for risk factors. The assessment and weighing of risk factors alerts clinicians to those clients who should be monitored. The determination that a client is at risk, whether or not suicidal ideation is present, shapes the treatment by introducing the objective of risk reduction. Clients are assessed for risk factors, suicidal/homicidal ideation and plan.

Clinical response may include:

* Consultation with immediate clinical supervisor, Program Director, Clinical Director, treating physician, or Medical Director
* Facilitation of voluntary admission to inpatient facility if appropriate
* Facilitation of involuntary admission to inpatient facility if indicated through Mandatory Prescreening Agent (MPA) initiated involuntary commitment, Mobile Crisis Response Team, etc.

A Crisis Plan is formulated for each client and updated annually for each client. The Crisis Plan includes the client’s plans for treatment choices in a crisis and the crisis resolution steps that they will follow.

LIFE & PURPOSE BEHAVIORAL HEALTH provides 24/7 crisis intervention through its Crisis Intervention Hotline.

Management of Behavior Problems at the Clinic:

* Use of restraints or seclusion is prohibited at all clinics.
* Life & Purpose Behavioral Health is committed to using positive approaches to behavioral interventions.

Clinical Supervision

Therapists receive individual and group clinical supervision weekly by a licensed mental health professional. The purpose of clinical supervision is to ensure staff are prepared to provide the highest quality of mental health treatment services. In addition, clinical supervisors maintain a record of all clinical supervision sessions provided to their supervisees. Some of the areas addressed in clinical supervision are:

1. Accuracy of assessment and referral skills.
2. The appropriateness of the treatment or service intervention selected relative to the specific needs of each person served.
3. Treatment/service effectiveness as reflected by the person served meeting his or her individual goals.
4. The provision of feedback that enhances the skills of direct service personnel.
5. Issues of ethics, legal aspects of clinical practice, and professional standards, including boundaries.
6. Clinical documentation issues identified through ongoing compliance review.
7. Cultural competency issues.
8. Areas that reflect the specific needs of the persons served.
9. Clinical skills that are appropriate to the position.
10. Person-centered plan development.
11. Interviewing skills.
12. Program-related, research-based treatment approaches.

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Case Management Services

These services may be provided to clients based on need and authorization by payers. The role of the case manager is to provide ongoing support the client in their home and community. The duties of the case manager are described completely in their job descriptions. In general, the list of the overall case management activities include:

a. Assuming responsibility for ensuring the implementation of the person-centered plan, if applicable.

b. Ensuring that the person served is oriented to his or her services.

c. Promoting the participation of the person served on an ongoing basis in discussions of his or her plans, goals, and status.

d. Identifying and addressing gaps in service provision.

e. Sharing information on how to access community resources relevant to his or her needs.

f. Advocating for the person served, when applicable.

g. Communicating information regarding progress of the person served to the appropriate persons.

h. Facilitating the transition process, including arrangements for follow-up services.

i. Involving the family or legal guardian, when applicable or permitted.

j. Coordinating services provided outside of the organization.

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