



**The Managed Care Technical Assistance Center**  
EFFICIENT PRACTICES. EFFECTIVE CARE.

# Adult Home & Community Based Services (HCBS)

Family Support and Training  
July 17, 2015



# The Managed Care Technical Assistance Center

EFFICIENT PRACTICES. EFFECTIVE CARE.

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# Family Support Overview

- Important component of HCBS package
- Goal: Assist individuals who wish to have their family of choice educated and supported with respect to the individual's ongoing recovery
- Centered around individual's Plan of Care
- Distinct from freestanding family support

# HCBS Services

- Rehabilitation
  - Psychosocial Rehabilitation
  - Community Psychiatric Support and Treatment (CPST)
- Habilitation
- Crisis Intervention
  - Short-Term Crisis Respite
  - Intensive Crisis Intervention
- Educational Support Services
- Individual Employment Support Services
  - Prevocational
  - Transitional Employment Support
  - Intensive Employment Support
  - On-going Supported Employment
- Empowerment Services -- Peer Supports
- Support Services
  - Family Support and Training
  - Non Medical Transportation
- Self Directed Services Pilot

# HCBS Designated Providers by Service

Total NYC Designated Agencies: 171\*

Community Psychiatric Support and Treatment (CPST)	87	Pre-vocational Services	100
Psychosocial Rehabilitation (PSR)	124	Transitional Employment	42
Habilitation/Residential Support Services	92	Intensive Supported Employment (ISE)	65
Family Support and Training	111	Ongoing Supported Employment	66
Mobile Crisis Intervention	46	Education Support Services	66
Short-term Crisis Respite	26	Empowerment Services - Peer Supports	113
Intensive Crisis Respite	16	Non-Medical Transportation	53

\*Numbers subject to change

## NYS Allowable Billing Combinations of OMH/OASAS State Plan Services and HCBS

HCBS/State Plan Services	OMH Clinic/OLP	OASAS Clinic	OASAS Opioid Treatment Program	OMH ACT	OMH PROS	OMH IPRT/CDT	OMH Partial Hospital	OASAS Outpatient Rehab
PSR	Yes	Yes	Yes				Yes	
CPST							Yes	
Habilitation	Yes	Yes	Yes				Yes	
Family Support and Training	Yes	Yes	Yes			Yes	Yes	Yes
Education Support Services	Yes	Yes	Yes		Yes	Yes	Yes	Yes
Peer Support Services	Yes	Yes	Yes		Yes	Yes	Yes	Yes
Employment Services	Yes	Yes	Yes			Yes	Yes	Yes

# Family Support and Training

- Training and support necessary to facilitate engagement and active family participation
- Provided only at the request of the individual
- Recovery oriented, trauma-informed approach to partnering with families and other supporters
- Family is defined as the persons who live with or support a person served on the waiver and may include a:
  - Family of choice
  - Parent
  - Spouse or significant other
  - Children
  - Relatives
  - Foster family
  - In-laws
  - **Does not include individuals who are employed to care for the participant.**
- Training includes instruction about treatment regimens, elements, recovery support options, recovery concepts, and medication education specified in the Individual Recovery Plan

## Components (Cont.)

- Training on treatment regimens including elements such as: recovery support options, recovery concepts and medication education and use of equipment
- Assist the family to provide a safe and supportive environment
- Provide one-on-one and group counseling
- Facilitate family and friends support groups



## Components (Cont.)

- Provide family mediation and conflict resolution services
- Development and enhancement of the family's specific problem-solving skills, coping mechanisms, and strategies
- Collaborate with the family and caregivers
- Assist the family in the acquisition of knowledge and skills necessary to understand and address the specific needs of the individual
- Provide family with training/workshops

## Components (Cont.)

- Assisting the family in understanding various requirements of the waiver process, such as the Individual Recovery Plan, crisis/safety plan and Plan of Care process
- Training on community integration and self-advocacy
- Training on behavioral intervention strategies
- Training on mental health conditions, services and supports including providing benefits and entitlements counseling and providing skills and knowledge to parents with mental illness and substance use

# Business/Billing Rules

- Modality – Face-to-face individual and groups.
- Setting – Home, Community, office.
- Admission/Eligibility Criteria
  - Participant assessed to need, and has a preference for family support and consultation services.
  - A release of information from the individual is always required to allow staff to contact significant people, except in cases of threat of injury or death

# Business/Billing Rules (Cont.)

- Limitations/Exclusions
  - The total combined hours for Family Support and Training are limited to no more than a total of 40 hours in a calendar year.
- Certification/Provider Qualification
  - Para-professional staff may provide this service.
- Staffing ratios/case limits
  - 1:15 for staff to individual ratio (case-load ratio)
  - 1:16 for groups with family members (1 group facilitator to 16 group members total)

# Mental Health Case Example

- Karen is a 24 year old woman living with her parents.
- Experienced her first psychotic episode at age 20 while attending college.
- Formally diagnosed with schizoaffective disorder -- frequent hospitalizations during beginning phase.
- Has not been hospitalized in 6 months and is currently receiving outpatient care through a clinic.
- In conjunction with her treatment team decided to return to part-time college.
- However, her parents who have generally been supportive of her recovery do not agree and believe that a return to college will trigger another psychotic episode.

## **Goal Discrepancy: Returning to higher education**

### **Potential Responses:**

- Workshop on boundaries and person-centeredness
- Family mediation and conflict resolution session

# Substance Use Case Example

- 19 year old woman, in treatment following a near-fatal overdose. Ten year history of addiction. Family included father, step-mother and two brothers. With the exception of the father, family members had distanced themselves from the client.
- Family Support addressed the following through workshops and groups:
  - Development of methods to best support the client
  - Guidance and exploration about chemical dependency's effect on the individual's personality and dynamics of addiction.
  - Guidance and interventions directed towards improving the ability to communicate most effectively with client and support the family roles in recovery.
- During the process of family support with this client, the family moved from a place of blame and disconnect to a place that helped them understand the factors that contributed to her addiction, renewed family relationships that had been damaged over the years and created an environment that allows the client to benefit as much as possible from the support of family.

# OMH/OASAS Document Links: Manual, Billing Manual and Fee Schedule

- HCBS Manual:  
<https://www.omh.ny.gov/omhweb/News/2014/hcbs-manual.pdf>
- Rest-of-state designation application (deadline 8/10/15):<https://www.omh.ny.gov/omhweb/guidance/hcb/html/services-application/>
- HARP Billing Manual:  
<https://www.omh.ny.gov/omhweb/bho/harp-mainstream-billing-manual.pdf>
- Fee Schedule and Rate Codes:  
<http://www.omh.ny.gov/omhweb/bho/phase2.html>

# Provider Education & Training

Type of Training	Timeline
<b>HCBS Services Training:</b> What workflow looks like both generally and specifically for <i>HH Administrators, HCBS providers, and MCO's</i> .	June 15, 2015 (NYC)
<b>HCBS Service Webinar Series:</b> more in depth review of the HCBS services within the clusters for <i>HH staff, HCBS providers, and MCO's</i>	July 14 - 31, 2015 (online)
<b>Managed Care 101 Webinar:</b> <i>HH Staff</i>	July 7 and July 21, 2015 (online)
<b>Contracting Web Series:</b> interactive training series with Adam Falcone for <i>OMH &amp; OASAS Providers</i>	Mid June - end of July (online)
<b>Plan Billing Training:</b> Working with Plans to provide training on clean bill and claim submission for <i>OMH &amp; OASAS Providers</i>	August 7, 2015 (NYC)
<b>HCBS Plan of Care Training:</b> Will be for <i>HH staff</i>	Tentatively Planned for September 2015



# HCBS Follow-up Services Training

## 3 week webinar series

HCBS Service Cluster	
<b>Peer Supports</b>	July 14, 2015
<b>Family Support and Training</b>	July 17, 2015
<b>Employment/Education:</b> Education Support Services, Pre-Vocational, Transitional, Intensive Support Employment and Ongoing Supported Employment	July 21, 2015
<b>Non-Medical Transportation</b>	July 24, 2015
<b>Respite/Crisis:</b> Short Term Crisis Respite, Intensive Crisis Respite	July 29, 2015
<b>Psychiatric Rehab:</b> CPST, PSR, and Habilitation	July 31, 2015

# Thank you for participating!



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WHAT WE DO PROVIDER READINESS GET THE RIGHT TOOLS LEARNING COMMUNITIES EVENTS NEWS

## Upcoming Events

Tuesday, February 10, 2015

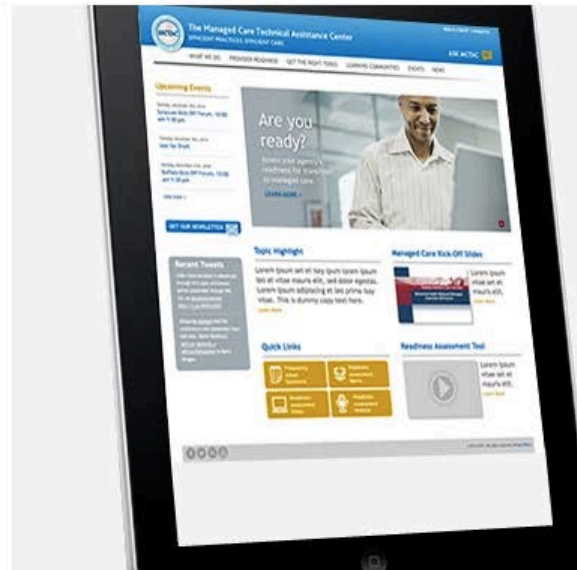
Contracting for Managed Care  
Webinar Overview and Office  
Hours, 10 am - 12 pm

Thursday, February 26, 2015

Readiness Assessment Follow-up  
Webinar

[view more >](#)

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## Missed the Kick-off Series?

View a video recording from the  
Albany presentation.

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Visit [www.mctac.org](http://www.mctac.org) to view past trainings, sign-up for updates and event announcements, and access resources.

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