

# Adult BH Plan of Care Training

State Plan Services & HCBS

The Managed Care Technical  
Assistance Center of New York



# Presenters:

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The Managed Care Technical Assistance Center of New York



# What is MCTAC?

MCTAC is a training, consultation, and educational resource center that offers resources to *all mental health and substance use disorder providers in New York State*.

## MCTAC's Goal

Provide training and intensive support on quality improvement strategies, including business, organizational and clinical practices to achieve the overall goal of preparing and assisting providers with the transition to Medicaid Managed Care.



# Who is MCTAC?



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FOR POVERTY POLICY AND RESEARCH



# MCTAC Partners



# Mental Health Services

- OMH Clinic (Article 31)
- OMH ACT
- OMH PROS
- OMH IPRT
- OMH CDT
- OMH Partial Hospital



# OMH Clinic (Article 31)

- › A clinic treatment program shall provide treatment designed to minimize the symptoms and adverse effects of illness, maximize wellness, and promote recovery
  
- › A clinic treatment program for adults shall provide the following services:
  - outreach
  - initial assessment (including health screening)
  - psychiatric assessment
  - crisis intervention
  - injectable psychotropic medication administration (for clinics serving adults)
  - psychotropic medication treatment
  - psychotherapy services
  - family/collateral psychotherapy
  - group psychotherapy
  - complex care management.
  
- › The following optional services may also be provided:
  - developmental testing
  - psychological testing
  - health physicals
  - health monitoring
  - psychiatric consultation.



# OMH Assertive Community Treatment (ACT)

- › ACT Teams provide mobile intensive treatment and support to people with psychiatric disabilities.
- › The focus is on the improvement of an individual's quality of life in the community and reducing the need for inpatient care, by providing intense community-based treatment services by an interdisciplinary team of mental health professionals.
- › Building on the successful components of the Intensive Case Management (ICM) program, the ACT program has low staff-outpatient ratios; 24-hour-a-day, seven-day-per-week availability; enrollment of consumers, and flexible service dollars.
- › Treatment is focused on individuals who have not successfully engaged in traditional forms of treatment



# OMH Personalized Recovery-Oriented Services (PROS)

- Personalized Recovery Oriented Services (PROS) is a comprehensive recovery oriented program for individuals with severe and persistent mental illness.
- The goal of the program is to **integrate treatment, support and rehabilitation in a manner that facilitates the individual's recovery.**
- Goals for individuals in the program are to:
  - improve functioning
  - reduce inpatient utilization
  - reduce emergency services
  - reduce contact with the criminal justice system
  - increase employment
  - attain higher levels of education
  - secure preferred housing.
- "Service components" in the program:
  - Community Rehabilitation and Support (CRS),
  - Intensive Rehabilitation (IR),
  - Ongoing Rehabilitation and Support (ORS)
  - Can include a 4<sup>th</sup> component: optional Clinic Treatment



# OMH Intensive Psychiatric Rehabilitation Treatment (IPRT)

- › An intensive psychiatric rehabilitation treatment program is **time-limited**, with **active psychiatric rehabilitation** designed to assist a patient in:
  - forming and achieving mutually agreed upon goals in living, learning, working and social environments;
  - to intervene with psychiatric rehabilitation technologies, to overcome functional disabilities and to improve environmental supports.
  
- › An IPRT program shall provide the following services:
  - psychiatric rehabilitation readiness determination
  - psychiatric rehabilitation goal setting
  - psychiatric rehabilitation functional and resource assessment
  - psychiatric rehabilitation service planning
  - psychiatric rehabilitation skills
  - resource development and discharge planning.



# OMH Continuing Day Treatment (CDT)

- A continuing day treatment program provides active treatment and rehabilitation designed to maintain or enhance current levels of functioning and skills, to maintain community living and to develop self-awareness and self-esteem through the exploration and development of patient strengths and interests.
- A CDT program shall provide the following services:
  - assessment and treatment planning
  - discharge planning
  - medication therapy
  - medication education
  - case management
  - health screening and referral
  - psychiatric rehabilitation readiness development
  - psychiatric rehabilitation readiness determination
  - referral and symptom management.
- The following additional services may also be provided:
  - supportive skills training
  - activity therapy
  - verbal therapy
  - crisis intervention services
  - clinical support services.



# OMH Partial Hospitalization

- A partial hospitalization program shall provide active treatment designed to stabilize and ameliorate acute symptoms, to serve as an alternative to inpatient hospitalization, or to reduce the length of a hospital stay within a medically supervised program.
- A partial hospitalization program shall provide the following services:
  - assessment and treatment planning
  - health screening and referral
  - symptom management
  - medication therapy, medication education
  - verbal therapy
  - case management
  - psychiatric rehabilitation readiness determination and referral
  - crisis intervention services
  - activity therapy
  - discharge planning
  - clinical support service



# Substance Use Disorder Services

- OASAS Certified Outpatient Clinic
- OASAS Certified Opioid Treatment Programs
- OASAS Certified Outpatient Day Rehabilitation



# OASAS Certified Outpatient Clinic

- › May be provided by a community or hospital program.
- › Provides outpatient services that assist individuals who suffer from substance use disorder and their family members and/or significant others
- › CD-OPs (Chemical Dependence Outpatient Rehabilitation services) may also provide intensive outpatient services.



# OASAS Certified Opioid Treatment Programs

- › May be provided by a community or hospital program
- › OASAS-certified sites where methadone or other approved medications are administered to treat opioid dependency following one or more medical treatment protocols as defined by 14 NYCRR Part 822.
- › OTPs offer medical and support services including counseling and educational and vocational rehabilitation.
- › OTP also includes the Narcotic Treatment Program (NTP) as defined by the federal Drug Enforcement Agency (DEA) in 21 CFR Section 13.



# OASAS Certified Outpatient Day Rehabilitation

- › May be provided by a community or hospital program
- › Chemical dependence outpatient rehabilitation services (outpatient rehabilitation services) are services provided by a CD-OP which has been certified to provide outpatient rehabilitation services
- › Such services are designed to assist individuals with more chronic conditions who are typically scheduled to attend the outpatient rehabilitation program three to five days per week for at least four hours per day.



# 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
- Peer Supports
- Support Services
  - Family Support and Training
  - Non Medical Transportation
- Self Directed Services Pilot



# Peer Supports

- › **Peer-delivered services with a rehabilitation and recovery focus.**
- › **Designed to promote skills for coping with and managing behavioral health symptoms**
- › **Activities included must be intended to achieve the identified goals or objectives as set forth in the participants individualized recovery plan.**
- › **Emphasize the opportunity for peers to support each other in the restoration and expansion of the skills and strategies necessary to move forward in recovery.**



# 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



# Education Support

- Assist individuals who want to start or return to school or formal training with a goal of achieving skills necessary to obtain employment.
- Education Support Services are offered to the extent to which they are not available under a program funded by IDEA or available for funding by the NYS Adult Career & Continuing Education Services Office of Vocational Rehabilitation (ACCES-VR) (The Vocational Rehabilitation component (ACCES-VR))
- May consist of general adult educational services such as
  - Applying for and attending community college, university or other college-level courses.
  - Classes, vocational training, and tutoring to receive a Test Assessing Secondary Completion (TASC) diploma
  - Support to the participant to participate in an apprenticeship program.
- Must relate to an employment goal or skill development documented in the service plan.
- Ongoing Supported Education: is conducted after a participant is successfully admitted to an educational program.
- Ongoing follow-along is support available for an indefinite period as needed by the participant to maintain their status as a registered student.



# Employment Support Services

- **Prevocational**
- **Transitional Employment Support**
- **Intensive Employment Support**
- **On-going Supported Employment**



# Prevocational Employment Support

- › Time-limited services that prepare a participant for paid or unpaid employment with ultimate goal of competitive employment.
- › Provides learning and work experiences
- › Occur over a defined period of time and with specific person centered goals
- › Provide supports to individuals who need ongoing support to learn a new job and/or maintain a job in a competitive work environment or a self-employment arrangement.
- › The outcome of this pre-vocational activity is documentation of the participant's stated career objective and a career plan used to guide individual employment support.
- › Teaching concepts such as:
  - Work compliance
  - Attendance
  - Task completion
  - Problem solving and safety
  - How to identify obstacles to employment
  - How to obtain paperwork necessary for employment applications
  - How to interact with others
- › Providing scheduled activities outside of an individual's home that support acquisition, retention, or improvement in job-related skills
- › Gaining work-related experience considered crucial for job placement
- › Services do not include development of job specific skills.



# Transitional Employment Support

- › Designed to strengthen the participant's work record and work skills toward the goal of achieving assisted or unassisted competitive employment at or above the minimum wage paid by the competitive sector employer.
- › May only be provided by clubhouse, psychosocial club program or recovery center
- › Provides learning and work experiences where the individual can develop general, non-job-task-specific strengths and soft skills that contribute to employability
- › The outcome of this activity is documentation of the participant's stated career objective and a career plan used to guide individual employment support.



# Intensive Employment Support

- › Assist individuals to obtain and keep competitive employment.
- › Based on an evidence based practice of supported employment.
- › Consists of intensive supports that enable individuals for whom competitive employment is unlikely, absent the provision of supports.
- › Provides supports to participants who need to learn a new job and maintain a job in a competitive employment or self-employment arrangement.
- › The outcome of this activity is documentation of the participant's stated career objective and a career plan used to guide individual employment support.



# On-going Supported Employment

- › Provided after a participant successfully obtains and becomes oriented to competitive and integrated employment.
- › Available for an indefinite period as needed by the participant to maintain their paid employment position.
- › Supports participants who need ongoing support to learn a new job and maintain a job in a competitive employment or self-employment arrangement.
- › Are compensated at or above the minimum wage and receive level of benefits paid by the employer for the same or similar work performed by individuals without disabilities.
- › The outcome of this activity is documentation of the participant's stated career objective and a career plan used to guide individual employment support.



# Non Medical Transportation

- › Offered, in addition to any medical transportation furnished under the 42 CFR 440.17(a) in the State Plan.
- › Non-medical Transportation services are available for eligible individuals to access transportation to destinations that are related to a goal included on the individual's plan of care.
- › Examples where this service may be requested include transportation to: a job interview, college fair, a wellness seminar, a GED preparatory class.
- › Non-Medical Transportation may be requested only for non- routine trips and is limited in duration as specified by the plan of care.



# Short Term Crisis Respite

- › Short-term care and intervention strategy for individuals who are experiencing challenges in daily life that create risk for an escalation of symptoms that cannot be managed in the person's home and community environment
- › Imminent risk for an escalation of symptoms and/or a loss of adult role functioning but who do not pose an imminent risk to the safety of themselves or others
- › A challenging emotional crisis occurs which the individual is unable to manage without intensive assistance and support
- › Referrals may come from
  - Emergency room
  - Community
  - Self-referrals
  - Treatment team
  - Part of a step-down plan from an inpatient setting
- › Crisis respite is provided in site-based residential settings



# Intensive Crisis Respite

- › Short-term, residential care and clinical intervention strategy for individuals who are facing a behavioral health crisis, including
  - Individuals who are suicidal
  - Express homicidal ideation
  - Experiencing acute escalation of mental health symptoms.
  - Person must be able to agree on a suicide prevention plan.
- › Individuals are at imminent risk for loss of functional abilities, and may raise safety concerns for themselves and others without this level of care.
- › The immediate goal is to provide supports to help the individual stabilize and return to previous level of functioning or as a step-down from inpatient hospitalization.



# Community Psychiatric Support and Treatment (CPST)

- › Time-limited goal-directed supports and solution-focused interventions
- › The following activities are designed to help persons with serious mental illness to achieve stability and functional improvement in the following areas:
  - Daily living
  - Finances
  - Housing
  - Education
  - Employment
  - Personal recovery and/or resilience
  - Family and interpersonal relationships and community integration.
- › Designed to provide mobile treatment and rehabilitation services to individuals who have difficulty engaging in site-based programs



# Psychosocial Rehabilitation (PSR)

- › Designed to assist the individual with compensating for or eliminating functional deficits and interpersonal and/or environmental barriers
- › Activities included must be intended to achieve the identified goals or objectives as set forth in the individual's Service Plan.
- › The intent is to restore the individual's functional level to the fullest possible



# Habilitation

- Typically provided on a 1:1 basis and are designed to assist participants in acquiring, retaining and improving skills such as
  - Communication and Socialization
  - Self-help
  - Domestic and Self-care
  - Fine and gross motor skills
  - Mobility
  - Personal adjustment
  - Relationship development
  - Use of community resources and adaptive skills
- Assist participants with developing skills necessary for community living. Services include things such as:
  - Instruction in accessing transportation
  - Shopping and performing other necessary activities including:
    - Self-advocacy
    - Locating housing
    - Working with landlords and roommates and budgeting.
- Services are designed to enable the participant to integrate full into the community and endure recovery, health, welfare, safety and maximum independence of the participant.



# Future Training Opportunities

- › Deficit and contract funded programs are not covered in the content of today's webinar
- › Training will be delivered on these programs in the future.



# Questions and Discussion



The Managed Care Technical Assistance Center  
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ASK MCTAC

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

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