

2019 PROGRAM SPECIFICATION
Menu of Providers

PROGRAM #: 308

STANDARD PROGRAM: Comprehensive Community Services (CCS) TARGET POP: Mental Health

YEAR: 2019 UNITS: Actuals CLIENTS: As Authorized ALLOCATION: TBD

UNIT DEFINITION: Actual Expenses

GEOGRAPHICAL AREA TO BE SERVED: Racine County

DAYS/HRS OF SERVICE AVAILABILITY: 5 days per week, 52 weeks per year; holidays excluded

MINIMUM STANDARDS:

Provider must agree to comply with the following terms and conditions:

- Standard contract language
- Certification standards where applicable
- Fiscal and program reporting criteria
- Allowable Cost Policy
- Audit criteria
- Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual
- Maintain adequate liability coverage
- Recognize that authorization for services is approved by Racine County Human Services Department.
- All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.
- The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.

PROGRAM DESCRIPTION:

Comprehensive Community Services Training

The Comprehensive Community Services (CCS) Program utilizes additional community resources to deliver psychosocial rehabilitation services. Certified CCS Providers may provide the following:

- **Medication Management:**

Medication management services for prescribers include: • Diagnosing and specifying target symptoms. • Prescribing medication to alleviate the identified symptoms. • Monitoring changes in the member's symptoms and tolerability of side effects. • Reviewing data, including other medications, used to make medication decisions.
- **Individual Skill Development and Enhancement:**
 - Includes training in communication, interpersonal skills, problem solving, decision making, self-regulation, conflict resolution, and other specific needs identified in the consumer's Service Plan and pre-approved by the Service Facilitator and the Mental Health Professional;
 - Services may also include training in daily living skills related to personal care, household tasks, financial management, transportation, shopping, parenting, accessing and connecting to the community resources (including health care services), and other specific daily living needs identified in the consumer's Service Plan and pre-approved by the Service Facilitator and the Mental Health Professional.
 - Services provided to minors should focus on improving integration into and interaction with the minor's family, school, community and other social networks. Services include assisting the minor's family in gaining skills to assist the minor with individual skill development and enhancements. Services designed to support the family MUST be directly related to the assessed needs of the minor as specified in the consumer's Service Plan and pre-approved by the Service Facilitator and the Mental Health Professional.
- **Employment Related Skill Training:**
 - Includes addressing issues regarding the consumer's illness or symptom-related problems in finding, securing, and keeping a job;
 - Services may include, but are not limited to, assistance in accessing or participating in educational assessments, assistance in accessing or participating in educational and employment-related services, education about appropriate job-related behaviors, assistance with job preparation activities, such as, personal hygiene, clothing, and transportation, on-site employment evaluation and feedback sessions to identify and manage work-related symptoms, assistance with work-related crises, and individual support as indicated in the consumer's Service Plan and pre-approved by the Service Facilitator and the Mental Health Professional.
- **Individual and/or Family Psychoeducation:**
 - Services include providing education and information resources about the consumer's mental health and/or substance abuse issues, skills training, problem solving, ongoing guidance about managing and coping with mental health and/or substance use issues, as well as, social and emotional support for dealing with mental health and/or substance abuse issues as indicated in the consumer's Service Plan and pre-approved by the Service Facilitator and the Mental Health Professional;
 - Psychoeducation services may be provided individually or in a group setting to the member or the member's family and natural supports (i.e., anyone the consumer identifies as being supportive in his/her recovery and/or resilience process) if the services to others is a direct benefit to the consumer. All services must be indicated in the consumer's Service Plan and pre-approved by the Service Facilitator and the Mental Health Professional.
- **Wellness Management and Recovery/Recovery Support Services:**
 - Includes empowering the consumer to manage their mental health and/or substance abuse issues by providing the consumer with knowledge and skills necessary to help them make informed decisions regarding their treatment;
 - Services may include psychoeducation related to "Wellness Management and Recovery/Recovery Support Services," recovery and/or resilience training, social support building, and coping skills as indicated in the consumer's Service Plan and pre-approved by the Service Facilitator and the Mental Health Professional.
- **Peer Support:**
 - Peer Support services must be provided by a Wisconsin Certified Peer Specialist;

- Includes promoting wellness, self-direction, and recovery by enhancing the skills and abilities of consumers to meet their chosen goals;
 - Assist consumers with negotiating the mental health and/or substance use systems with dignity and without trauma;
 - Works as equal with consumer through mutually empowering relationship toward living in recovery.
- **Authorized Units of Service:**
 - Services are billed as units;
 - A unit of service is a quarter (1/4) hour.
 - All units of service must be authorized and approved by the Service Facilitator and the Mental Health Professional.

PROGRAM REQUIREMENTS:

The Provider agrees to comply with CCS training in accordance with DHS 36 and adhere to the Racine County CCS Policies and Procedures. In addition, the Provider agrees to provide only authorized CCS services.

The Provider shall provide staff members who have the professional certification, training, experience, and abilities to carry out prescribed duties, as well as, compliance with the caregiver background check and misconduct reporting requirements in accordance with s. 50.065, Stats., and ch. DHS 12, and the caregiver misconduct reporting and investigation requirements in ch. DHS 13.

The Provider agrees to comply with CCS Supervision and Clinical collaboration in accordance with DHS 36.11.

Staff Shall:

- Demonstrate competency in areas of diversity, e.g., race, ethnic identity, religion, language, socio-economic status of the participant and his/her family, family structure, family values, sexual identity, education, spirituality, and perception of disabilities;
- Provide documentation of qualifications, including professional certification, training, experience, interpersonal skills training, and abilities to carry out prescribed duties;
- Supply educational information, back ground checks, and references in accordance with DHS 36(2) (b) and (c);
- Attend CCS trainings as required in DHS 36.12;
- Maintain consumer confidentiality and compliance with HIPAA;
- Attend monthly collaboration;
- Provide only authorized services included in a consumer's Service Plan and pre-approve by the Service Facilitator and the Mental Health Professional.
- Complete documentation timely;

All services delivered shall be authorized by the CCS Service Facilitator and the Mental Health Professional. These authorized services shall be provided in diverse and accessible locations, including but not limited to, CCS participants' homes and various community locations, e.g., neighborhood/community centers, stores, coffee shops, library, etc. All psychosocial rehabilitation services shall be provided in the most natural, least-restrictive manner and most integrated settings practicable, be delivered with promptness, and build upon the natural supports available in the community;

Required documentation:

- Documentation of the services shall be timely and included in the service record of the participant under the requirements in DHS 36.18;
- Participant chart will be maintained at Racine County BHS;
- Provider shall enter participant contacts in TCM (The Clinical Manager) utilizing a computer workstation at RCBHS or by logging in remotely.
- Clinical supervision and clinical collaboration records shall be dated and documented with a signature of the person providing supervision or clinical collaboration as instructed by Racine County BHS.

Racine County Behavioral Health Services will only reimburse billable units of service at the following Rates:

Unit = 15 minutes

	<u>Individual Rates</u>	<u>Group Rates</u>
Medical Doctor	\$50.00 Per unit	
Advanced Practice Nurse Prescriber with Psychiatric Specialty	\$50.00 per unit	
Doctoral Degree (PhD)	\$32.00 Per Unit	
Master Degree	\$26.00 Per Unit	\$6.83 Per Unit
Bachelor Degree	\$15.00 Per Unit	\$4.55 Per Unit
Substance Abuse Counselor	\$15.00 Per Unit	based on degree of provider
Associate Degree	\$11.87 Per Unit	\$2.96 Per Unit
Rehabilitation Worker	\$11.87 Per Unit	\$2.96 Per Unit

All units of service must be recorded in the electronic database (The Clinical Manage “TCM”) within 3 business days. All units of service for the month prior must be recorded by the 7th day of the following month. Only billable units recorded in TCM by the 7th of the month will be reimbursed.

Case specific Billable activities:

- Recordkeeping

PROGRAM EVALUATION

Comprehensive Community Services Training

The Provider agrees to:

- Ensure that confidentiality is maintained and consumer rights are protected;
- Make information available about CCS program, consumer rights, the appeal process, and other services that are available to consumers;
- Provide assistance with obtaining consumer feedback and consumer satisfaction (ROSI) on an annual basis;
- Provide data on functional outcomes;
- Provide reports from CCS staff on the results of continuous quality improvement activities that respond to the needs, goals, and/or barriers experienced by individual consumers

An Evaluation Outcome Report must be submitted to Racine County HSD Contract Compliance Monitor by 2/1/20.