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| **Policy Title:**  | **Scope of Program Services**  |
| **Guidelines Number**  |  |

**PURPOSE:** To establish the official position of The P3 Pursuits Outpatient Services on the development and operation of a comprehensive continuum of programs and services and to assign specific responsibility for implementation of the policy.

**POLICY:** It is the policy of The P3 Pursuit that the organization will develop and maintain a comprehensive array of Outpatient mental health program services, interventions and treatment models. All program services are designed with the client in mind and will be clearly described for the benefit of clients/participants and employees. The agency understands that this is an optional Medicaid service authorized under Section 440.130 of the 42 Code of Federal Regulations. All services must be delivered in accordance with federal and Maryland state laws, rules and regulations, this provider manual chapter and any other notices or directives issued by COMAR. These services must be delivered by practitioners operating within the scope of their license as required by COMAR regulations. It is the responsibility each program staff to be knowledgeable regarding the policies and procedures governing Outpatient mental health services. The agencies executive team will ensure that all clients, family members and staff are aware of revisions issued by the agency.

**PROCEDURE:** The program shall define and deliver quality client/participant Outpatient mental health and programs by identifying the priority and target population, stating the purpose of such services and programs, and establishing minimum operational and programmatic requirements.

**Services provided include:**

1. Assessment of the client’s behavioral health, psychosocial, mental health and possible substance abuse issues
2. ***24-hour*** telephone hotline providing education, information, referral, and crisis response to anyone in need that is sourced out through a community partner.
3. Walk-in services, which shall include information, education, assessment, referral, and Outpatient youth, adult and family counseling upon request by appointment to those in need and suffering from the effects of mental health and /or related issues including mental illness or the dually diagnosed.
4. Psycho-educational groups and workshops on issues such as infectious diseases, HIV infection and importance of medication maintenance. These workshops focus on skill building and peer support
5. Referrals to services not covered by P3 Pursuit mental health Outpatient treatment including treatment for adults/youth who are screened and require substance abuse treatment
6. Referrals to Independent living skill training along with vocational assessment to determine what type of services are available.
7. Outpatient treatment services for individuals under the age of 18 that include community-based outreach, intervention, motivational counseling, case management, and referrals for minors and adolescents. Clients under the age of 18 do not receive treatment with adults 18 and over including group psychotherapy.
8. The program operates a continuous performance improvement system to monitor and improve clinical and non-clinical services.
9. The program’s capacity management may be handled through a daily review of active clients reported through treatment and case management notes.

P3 Pursuit maintains program documentation that includes:

1. A description of the program;
2. The philosophy of the program;
3. The program goals;
4. Description of the services to be provided to achieve the program objectives;
5. Identification or a description of special populations, and mechanisms to address their needs; and
6. Assurance that adequate resources are available to deliver the identified programs;

All services are designed and implemented to:

1. Support the recovery and/or stabilization of the persons served;
2. Enhance the quality of life of the persons served;
3. Reduce symptoms or needs and build resilience;
4. Restore and/or improve functioning and assist with maintaining placement in the community.
5. Support the integration of the persons served into the community;
6. Provide clients/participants with tools to prevent ongoing maladaptive functioning;
7. Provide information and education relevant to the needs of the persons served; and with proper consent.
8. The treatment programs assists the persons served to link with local advocacy groups, consumer/survival/ex-client groups, self-help groups such as AA, NA, DORS, DDA, Rehabilitation and Recovery, Gambling Anonymous applications for SSI, SSDI etc., and other avenue of support as may be clinically indicated and/or appropriate.

Procedures are established that provide for coordination and ongoing communication between internal and external service providers, with the appropriate consent forms signed by the client/participant. The program provides services that are relevant to the diversity of the persons served through:

1. Respect for ethnic, cultural and spiritual traditions and ceremonies;
2. Having a diverse board and employee’s composition;
3. Scheduling a range of hours of operation;
4. Offering printed materials in alternative formats, such as Spanish;
5. Decorating the office space in a manner that is attractive and agreeable to the persons served; and
6. Sponsoring and participating in community events.

Team, in response to the needs of the person served:

* Are appropriately qualified and meet the appropriate licensing and credentialing requirements;
* Demonstrate competency related to the needs of clients/participants and when applicable, to their families;
* Complete competency-based training related to the services provided and the populations served;
* Ensures that relevant information and education is provided to clients/participants;
* Help empower each person served to actively participate with the treatment team to promote recovery or well-being;
* Provide services consistent with the specific needs of each client/participant through direct intervention with that person or others as designated by the client/participant;
* Will be culturally and linguistically competent relative to the needs of persons served;
* Reflect the cultural composition of clients/participants;
* Help to implement the treatment plan for each persons served; and
* Document attendance of participants at team meetings and the results of such meetings.

Ongoing clinical supervision of employees addresses:

* The appropriateness of the treatment intervention selected relative to the specific needs of the person served;
* Treatment effectiveness as reflected by the person served meeting their individual goals;
* The provision of feedback that enhances the clinical skills of direct service employees;
* Accuracy of screening, assessment and referral skills.