



Monterey County Behavioral Health Policy and Procedure

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| Policy Number | 458 |
| Policy Title | Service Delivery |
| References | MEDI-CAL SPECIALTY MENTAL HEALTH PLAN CONSOLIDATION PART II |
| Form | NONE |
| Effective | JANUARY 1, 1998 REVISED: MARCH 13, 2001 REVISED: APRIL 10, 2006 |

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POLICY

It is the policy of Monterey County Health Department – Behavioral Health Division (MCHD-BHD) to define the services delivered to Monterey County residents as per Medi-Cal Specialty Mental Health Plan – Consolidation Part II. MCHD-BHD provides an array of services to include but not limited to:

1. Comprehensive Evaluation and Assessment
2. Individualized Treatment Plan
3. Crisis Services including Residential
4. In-patient Psychiatric Services
5. Medication Management and Education
6. Case Management
7. Rehabilitation and Support Services
8. Vocational Rehabilitation
9. Residential Services (short and long)
10. Services for Homeless Mentally Ill Persons
11. Services for Dually Diagnosed Persons
12. Group Services

PROCEDURE

Following are services provided by MCHD-BHD:

1. MENTAL HEALTH SERVICES (Providers Nos. 2700, 2724, 2730)

Description:

Mental Health Services are interventions designed to provide the maximum reduction of mental disability and restoration or maintenance of functioning consistent with the requirements for learning, development, independent living and enhanced self-sufficiency. Services shall be directed toward achieving the Individual's goals/desired results/personal milestones.

Service Activities:

35 A. Assessment
36 Assessment is a clinical analysis of the history and current status of the Individual's mental,
37 emotional, or behavioral disorder. Relevant cultural issues and history may be included where
38 appropriate. Assessment may include diagnosis and the use of testing procedures.
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40 B. Evaluation
41 Evaluation is an appraisal of the Individual's community functioning in several areas including living
42 situation, daily activities, social support systems and health status. Cultural issues may be addressed where
43 appropriate.
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45 C. Collateral
46 Contact with one or more significant persons in the life of the Individual which may include consultation
47 and training to assist in better utilization of services and understanding mental illness. Collateral services include,
48 but are not limited to, helping significant support persons to understand and accept the Individual's condition and
49 involving them in service planning and implementation of service plan(s). Family counseling or therapy which is
50 provided on behalf of the Individual is considered collateral.

51 D. Therapy
52 Therapeutic interventions consistent with the individual's goals/desired results/personal milestones which
53 focus primarily on symptom reduction as a means to improve functional impairments. This service activity may be
54 delivered to an Individual or group of Individuals, and may include family therapy.
55

56 E. Staffing
57 ■ Physician
58 ■ Psychologist
59 ■ Licensed Clinical Social Worker
60 ■ Marriage, Family and Child Counselor
61 ■ Registered Nurse
62 ■ Psychiatric Technician
63 ■ Mental Health Rehabilitation Specialist
64 ■ Staff with a Bachelor's Degree in a Mental Health Related Field
65 ■ Staff with Two Years of Full Time Equivalent Experience (Paid or Unpaid) in Delivering Mental Health
66 Services
67 ■ Staff without Bachelor's Degree in a Mental Health Field or Two Years of Experience (see co-signature
68 requirements).
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70 71 2. MEDICATION SUPPORT SERVICES (Provider Nos. 2700, 2724, 2730)

72 73 Description:

74
75 Medication support services include any service provided by a staff person, within the scope of practice of his/her
76 profession and include prescribing, administering and dispensing of psychiatric medications necessary to alleviate
77 the symptoms of mental illness.
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79 Service Activities:

80 81 This service includes:

- 82 ■ Evaluation of the need for medication
- 83 ■ Evaluation of clinical effectiveness
- 84 ■ Obtaining informed consent
- 85 ■ Medication education (including discussing risks, benefits and alternatives with the individual or significant
86 support persons)
- 87 ■ Plan development related to the delivery of this service.

- Prescribing, dispensing and administering of psychiatric medications

Staffing:

Medication Support Services shall be provided within the staff person's scope of practice.

3. CRISIS INTERVENTION (Provider Nos. 2700, 2724, 2730)

Description:

Crisis Intervention is a quick emergency response service enabling the Individual to cope with a crisis, while maintaining his/her status as a functioning community member to the greatest extent possible. Crisis is an unplanned event that results in the Individual's need for immediate service intervention. Crisis Intervention services are limited to stabilization of the presenting emergency. This service does not include Crisis Stabilization which is provided in a 24-hour health care facility or hospital outpatient program.

Service Activities:

Service activities include but are not limited to Assessment, Evaluation, Collateral and Therapy.

Staffing:

Commensurate with scope of practice, Crisis Intervention may be provided by any of the following staff:

- Physician
- Psychologist
- Licensed Clinical Social Worker
- Marriage, Family and Child Counselor
- Registered Nurse
- Licensed Vocational Nurse
- Psychiatric Technician
- Mental Health Rehabilitation Specialist
- Staff with a Bachelor's Degree in a Mental Health Related Field

4. CASE MANAGEMENT (Provider Nos. 2700, 2724, 2730)

Description:

Case Management/Brokerage services are activities provided by program staff to access needed medical, educational, social prevocational, vocational, rehabilitative, or other needed community services for eligible Individuals.

Linkage and Consultation:

The identification and pursuit of resources necessary and appropriate to implement the service plan, treatment plan or coordination plan, which include, but are not limited to the following:

- Interagency and intra-agency consultation, communication, coordination and referral.
- Monitoring service delivery and service plan, treatment plan or coordination plan implementation to ensure an Individual's access to service and the service delivery system.

139 ▪ Monitoring of the Individual's progress.

140 Placement Services:

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142 Supportive assistance to the client in the assessment, determination of need and securing of adequate and
143 appropriate living arrangements, including, but not limited to the following:

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- 145 ▪ Locating and securing an appropriate living environment
- 146 ▪ Locating and securing funding
- 147 ▪ Pre-placement visit(s)
- 148 ▪ Negotiation of housing or placement contracts
- 149 ▪ Placement and placement follow-up

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151 Staffing:

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153 Case Management/Brokerage Services may be provided by any of the following staff:

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- 155 ▪ Physician
- 156 ▪ Psychologist
- 157 ▪ Licensed Clinical Social Worker
- 158 ▪ Marriage, Family and Child Counselor
- 159 ▪ Registered Nurse
- 160 ▪ Licensed Vocational Nurse
- 161 ▪ Psychiatric Technician
- 162 ▪ Mental Health Rehabilitation Specialist
- 163 ▪ Staff with a Bachelor's Degree in a Mental Health Related Field
- 164 ▪ Staff with two years of full-time equivalent experience (paid or unpaid) in delivering Mental Health Services
- 165 ▪ Staff without a Bachelor's Degree in a mental health field or two years of experience (see co-signature
166 requirements)

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168 DAY REHABILITATION (Provider Nos. 27023, 27621, 27633, 27641, 27671, 27721, 27811, 27841, 27851,
169 27863, 27881, 27901, 27921, 27AC1, 27AF1, 27AG1, 27AH1, 27A11)

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171 Description:

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173 Day Rehabilitation provides evaluation, rehabilitation and therapy to maintain or restore personal independence
174 and functioning consistent with requirements for learning and development. This is an organized and structured
175 program which provides services to a distinct group of individuals. Day Rehabilitation is a packaged program with
176 services available at least three hours and less than 24 hours each day the program is open. Day Rehabilitation
177 Services can be intensive or facilitative day programs.

178

179 Service Activities:

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181 Service activities include assessment, evaluation, therapy, rehabilitation and collateral.

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183 Staffing:

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185 Commensurate with scope of practice, Day Rehabilitation Services may be provided by any of the following staff:

186

- 187 ▪ Physician
- 188 ▪ Psychologist
- 189 ▪ Licensed Clinical Social Worker
- 190 ▪ Marriage, Family and Child Counselor
- 191 ▪ Registered Nurse

- 192 ▪ Licensed Vocational Nurse
- 193 ▪ Psychiatric Technician
- 194 ▪ Mental Health Rehabilitation Specialist
- 195 ▪ Staff with a Bachelor's Degree in a mental health field or two years of experience (see co-signature
- 196 requirements)

197
198 Multidisciplinary Requirements for Programs Serving More Than 12 Clients:

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200 Day Rehabilitation Service Programs serving more than 12 clients are multidisciplinary and include staff from at
201 least two of the following Qualified Mental Health Professional (QMHP) staff categories:

- 202
- 203 ▪ Physician
- 204 ▪ Psychologist
- 205 ▪ Licensed Clinical Social Worker
- 206 ▪ Marriage, Family and Child Counselor
- 207 ▪ Registered Nurse
- 208 ▪ Licensed Vocational Nurse
- 209 ▪ Psychiatric Technician
- 210 ▪ Occupational Therapist
- 211 ▪ Mental Health Rehabilitation Specialist
- 212 ▪ Staff with a Bachelor's Degree in a mental health field or two years of experience (see co-signature
- 213 requirements)

214
215 Day rehabilitation Service Programs serving more than 12 clients are multi-disciplinary and include staff from at
216 least two of the following Qualified Mental Health Professional (QMHP) staff categories.

- 217
- 218 ▪ Physician
- 219 ▪ Psychologist
- 220 ▪ Licensed Clinical Social Worker
- 221 ▪ Marriage, Family and Child Counselor
- 222 ▪ Registered Nurse
- 223 ▪ Psychiatric Technician
- 224 ▪ Occupational Therapist
- 225 ▪ Mental Health Rehabilitation Specialist

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