

AMBULATORY DETOXIFICATION

A. The contractor shall provide ambulatory detoxification to individuals age eighteen (18) and older who are medically indigent and who have a substance use disorder for which ambulatory detoxification is clinically appropriate. Medically indigent is defined as having no private or public health care coverage that will pay for the services to be provided by the contractor and no access to, or eligibility for, such coverage. Ambulatory detoxification is an outpatient service that utilizes regularly prescribed department approved medication along with supportive counseling and other necessary support and referral services for individuals who are dependent upon a substance or substances in order to assist individuals to safely withdraw from the substance(s) on which they are dependent.

B. Specifically, the contractor shall:

1. Be certified and licensed by the appropriate federal and state agencies to provide ambulatory detoxification;
2. Conduct comprehensive medical and bio-psychosocial assessments in order to determine individuals' physical and environmental appropriateness for ambulatory detoxification treatment;
3. Assess each applicant for the stage of change or readiness for treatment;
4. Provide person centered care at the most appropriate intensity. Person-centered care is recovery planning that relies on shared decision making and outcomes defined by the individual so as to ensure the unique needs of each individual are identified and addressed within the Department or through referral to affiliates for a full continuum of recovery and recovery support services, including but not limited to psychiatric services, primary care and vocational counseling;
5. Utilize a harm-reduction model which is defined as attempts to keep individuals in treatment even if complete abstinence is not achieved and which allows for incremental decreases in substance use, when total abstinence has been unachievable;
6. Incorporate as staff, peer specialists or other individuals who have experienced living with an addiction disorder and who are in a stable recovery;
7. Provide age appropriate services and interventions for young adults between eighteen (18) and twenty five (25) years of age;
8. Ensure Releases of Information are signed by all individuals being prescribed pain medication, other opiates, benzodiazepines or other classifications of medications as appropriate, and routinely consult with other prescribers to ensure maximum safety and minimize medication diversion;
9. Provide each direct care staff with clinical supervision at least weekly;
10. Provide services under a defined set of medical protocols designed to achieve safe withdrawal from substances for a period of time appropriate for each individual but no longer than three (3) months; and
11. Link individuals that are being discharged to an appropriate service that will continue to support his or her recovery.

C. The service shall be provided in the following areas, with the capacity and hours of operation described below:

Location	Capacity	Hours of Operation

D. The contractor shall provide services which meet the required utilization rate for these services. The utilization rate for ambulatory detoxification shall be measured by the number of counseling sessions provided and the number of individuals as reported to the Department's information system. Such information shall be verified by the Department. The minimum acceptable utilization rate is 90% as indicated in section C above and 90% of the number of counseling sessions proposed, per the approved funding application.

E. The contractor shall implement the services described herein to result in the following outcomes on behalf of individuals. Such outcomes shall be measured in the manner described herein. Outcome results achieved pursuant to these terms and conditions will be monitored by the Department through data reported by the contractor to the Department's information systems, in observations through site visits and/or in the required monthly service reports. The Department's outcome indicators for the contractor's funded services are as follows:

PERFORMANCE OUTCOME MEASURES

Ambulatory Detoxification

OUTCOMES	MEASURES
1. Contractor will meet reporting requirements in a timely manner.	Department required data will be submitted to the Department's data collection system no later than the 15 th day of each month.
2. Contractor will meet the expected utilization rate or annual projection of individuals to be served for this level of care.	A utilization rate of at least 90% will be achieved.
3. Contractor will meet the expected services or contacts volume for this level of care.	At least 90% of projected services or contacts will be achieved.
4. Individuals will report satisfaction with their services.	At least 80% of respondents to the Department's consumer satisfaction survey will rate services positively in each of the domains of access to services, quality of services, outcomes, participation in treatment planning, respect, recovery and general satisfaction with services.
5. Individuals will successfully complete treatment.	At least 50% of individuals discharged will have substantially completed the objectives identified on their recovery plans.
6. Individuals will receive follow-up care promptly.	At least 90% of individuals who have successfully completed treatment will have at least one (1) residential admission or two (2) outpatient services within thirty (30) days of discharge.
7. Individuals will avoid readmission to the same or higher level of care.	No more than 15% of individuals who have been discharged will be readmitted to the same or higher level of care within thirty (30) days.
8. Individuals will reduce or eliminate substance use.	At least 70% of individuals served annually will have reduced or eliminated substance use.
9. Individuals will improve or maintain their living situation.	At least 60% of individuals served annually will improve or maintain their living situation.
10. Individuals will maintain or improve their employment status.	At least 60% of individuals served annually will maintain or increase their amount of competitive employment.
11. Individuals will improve or maintain their social supports.	At least 60% of individuals served annually will have increased or maintained the number of social supports.
12. Individuals will not be involved in new arrests.	At least 75% of individuals served annually will have had no new arrests.