

OUTPATIENT CLINICAL SERVICES

DIRECTIONS FOR THE COMPLETION OF CONTRACT LANGUAGE (Specific types of outpatient services, populations to be served and EBP will be included in the contract language in HOT DOC):

1. Choose at least one of the following:

- Mental Health Outpatient (OP) services: Individuals receiving services must have a psychiatric, or co-occurring psychiatric and substance use disorder.
- Mental Health Intensive Outpatient (IOP) services defined as non-residential treatment for a minimum of three (3) hours per day, provided for a total of not less than nine (9) and up to twenty (20) hours of structured programming per week.
- Mental Health Partial Hospital (PHP) services defined as non-residential treatment. These activities are focused toward diverting use of inpatient services and achieving a transition to outpatient services by individuals served. The service provides for more than four (4) hours of treatment per day for five (5) days per week. These services target those individuals who may have been recently discharged from an inpatient psychiatric facility or whose admission to an inpatient facility could be prevented by this structured approach.
- Substance Abuse Outpatient (OP) services: Individuals receiving services must have a substance use, or co-occurring substance use and psychiatric disorder.
- Substance Abuse Intensive Outpatient (IOP) services defined as non-residential treatment for a minimum of three (3) hours per day, provided for a total of not less than nine (9) and up to twenty (20) hours of structured programming per week.
- Substance Abuse Partial Hospital (PHP) services defined as non-residential treatment. These activities are focused toward diverting the use of inpatient services and achieving a transition to outpatient services. The service provides for more than four (4) hours of treatment per day for five (5) days per week. These services target those individuals who may have been recently discharged from an inpatient facility or whose admission to an inpatient facility could be prevented by this structured approach.

2. Choose an identified population, i.e., gender/cultural/racial population, for whom services will be developed/provided.

(Specific types of outpatient services to be delivered will be chosen from this list for the creation of the contract in HOT):

- Outpatient services provided to Pregnant and Parenting Women only (must also choose Addiction OP).
- Outpatient services provided to _____ (designate gender/cultural/racial population). Services will utilize protocols that are culturally specific to the population identified below.
 - African American
 - Latino _____ (specify ethnic group)
 - Polish
 - _____ (Other, specify racial/ethnic/cultural group)

OUTPATIENT CLINICAL SERVICES

a. The Contractor shall provide outpatient services to individuals age eighteen (18) or older who have severe and persistent psychiatric disorders, or substance use disorders, or co-occurring severe and persistent psychiatric and substance use disorders, who are medically indigent. 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.

b. Specifically, the Contractor shall:

1. Provide Outpatient services licensed and operated in accordance with state requirements;
2. Maintain appropriately licensed/credentialed professionals to evaluate, diagnose and treat individuals in regularly scheduled clinical visits, and nonscheduled visits as needed, and shall provide individualized, rehabilitation-oriented and culturally competent services;
3. Conduct evaluations and diagnostic assessments, bio-psycho social histories including identification of strengths and recovery supports, a synthesis of the assessments and history that results in the identification of treatment goals;
4. Develop, with the individual, an individualized treatment plan that facilitates the development of self management skills for the identified disorders, improves the individual's level of functioning, reflects the choices of the individual, and helps them avoid decompensation and hospitalization;
5. Provide an array of outpatient interventions that include at a minimum long-term and short-term individual and group therapy, medication prescription and medication management as needed by individuals;
6. Facilitate linkages to and use of community recovery supports;
7. Facilitate integration into the community environment where the individual is located and enhance the individual's participation in their community;
8. Provide services to the individual's family that are supportive of the individual's treatment;
9. Review each individual's treatment plan at least quarterly. For Intensive Outpatient (IOP) services and Partial Hospital Outpatient (PHP) services, treatment plan reviews shall occur no less frequently than weekly; and
10. Complete a discharge form for each individual who is not active in treatment.

c. The Contractor shall provide the following type(s) of Outpatient Services: *(FILL IN FROM DIRECTIONS PAGE)*

d. The Contractor shall provide the specified Outpatient Service(s) to the following population groups: *(FILL IN FROM DIRECTIONS PAGE)* _____, and

1. Develop and provide culturally and linguistically competent treatment services, interventions and recovery supports designed to meet the unique needs of the identified target population.
2. Develop culturally and linguistically specific approaches and outreach efforts that will result in greater access to and compliance with services for the identified target population;
3. Implement training, supervision and practices necessary to provide culturally and linguistically competent services;
4. Establish linkages with organizations that provide other supportive and medical services to the target population in order to facilitate referral to such services and support ongoing recovery;
5. Collaborate with other service providers relevant to the target population.

Performance Measures/ All Outpatient, Intensive Outpatient and Partial Hospitalization Programs

OUTCOMES	MEASURES
1. Contractor will meet reporting requirements in a timely manner.	Department required data will be submitted to the Departments' 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 DMHAS 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 improve or maintain their overall functioning.	At least 75% of individuals served annually will maintain or increase their level of functioning as measured by the Global Assessment of Functioning Scale (GAF), Modified Global Assessment of Functioning Scale (MGAF).
6. Individuals will improve or maintain their living situation.	At least 95% of individuals served annually will improve or maintain their living situation.
7. 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.
8. Individuals will successfully complete treatment.	At least 50% of individuals discharged will have substantially completed the objectives identified on their recovery plans.

Performance Measures/ Addiction Services and Mental Health Outpatient only

OUTCOMES	MEASURES
8. Individuals will be effectively engaged in Outpatient treatment.	At least 75% of individuals served will have at least two (2) services within thirty (30) days of admission to the program.

Performance Measures/ Mental Health Outpatient / IOP / PHP only

OUTCOMES	MEASURES
8. Individuals will maintain or improve their employment status.	At least 30% of individuals served annually will maintain or increase their amount of competitive employment.

Performance Measures/ Addiction Services and Mental Health *IOP and PHP only*

OUTCOMES	MEASURES
7. 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.

Performance Measures/ Addiction Services and Mental Health *PHP*

OUTCOMES	MEASURES
8. 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.

Performance Measures/ All Outpatient Addiction Services

OUTCOMES	MEASURES
12. Individuals will not be involved in new arrests.	At least 75% of individuals served annually will have had no new arrests.
13. Individuals will reduce or eliminate substance use.	At least 55% of individuals served annually will have reduced or eliminated substance use.
14. Individuals will maintain or improve their employment status.	At least 50% of individuals served annually will maintain or increase their amount of competitive employment.