

PROBLEM GAMBLERS RESIDENTIAL BRIEF TREATMENT PROGRAM

a. The Contractor shall provide a total of sixty-seven (67) days of intensive residential problem gambling treatment to individuals age eighteen (18) and over who meet the diagnostic criteria for the psychiatric diagnosis of pathological gambling, for whom intensive residential treatment is clinically appropriate and 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. Individuals referred to this program must have significant documented debt considerations that preclude ability to pay for treatment. Services under this program are residential 24-hour short term, and highly structured and supervised. Such services shall be provided for each individual for a period of between five (5) and twenty-one (21) days.

b. Specifically, the Contractor shall:

1. Conduct a complete assessment including medical, psychiatric, gambling and substance use, family life, financial, vocational, spiritual and interpersonal domains;
2. With the individual, develop a comprehensive treatment plan that includes aftercare recommendations;
3. Provide specialized counseling to address financial concerns and relieve financial stress, including developing a budget and repayment plan;
4. Introduce individuals to Gamblers Anonymous (GA) support groups. The Contractor shall ensure that each individual attends at least one GA meeting;
5. Provide education on pathological gambling and the addiction model of disordered gambling;
6. Identify and address any other major concern(s) that may prevent an individual from utilizing outpatient treatment upon discharge;
7. Provide information and assistance to significant family members; and
8. Refer individuals to outpatient gambling treatment programs, support groups and other professional services as needed.

c. The Contractor shall implement the programs and services described herein to assure the following outcomes on behalf of individuals served. 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. The Department's outcome indicators for the Contractor's funded services are as follows:

PERFORMANCE OUTCOME MEASURES

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Outcome	Measure
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. Individuals will receive needed care promptly.	At least 100% of clients will receive services within seven (7) days of initial request for services and screening.
4. Individuals will successfully complete treatment.	At least 70% of individuals discharged will have substantially completed the objectives identified on their recovery plans.

5. Individuals will receive follow-up care promptly.	At least 90% of individuals who have successfully completed treatment will have at least two (2) outpatient services within thirty (30) days of discharge.
6. 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.
7. Individuals will eliminate or reduce problem gambling behavior.	At least 70% of individuals served will have eliminated or reduced gambling behavior at the time of their discharge.