

Adult Outpatient Therapy Services Program Description

Philosophy: The philosophy of Adult Outpatient Therapy is to make a positive difference in the quality of lives for the people we support. Adult Outpatient Therapy services shall provide comprehensive mental health services to adults and their families impacted by Intellectual Disabilities, Mental illness and co-occurring disorders by promoting empowerment and independence through advocacy, education and a comprehensive, supportive partnership involving clients, family and their community.

Adult Outpatient Therapy services provided by Recovery Technology LLC are provided in strictest adherence to the clinical guidelines outlined in Chapter III of the Michigan Medicaid Service Agreement, Medicare and other third party regulations governing rights and confidentiality of the persons served.

Target Population: Adult Outpatient Therapy Services provides a variety of services to both Medicaid eligible, indigent mental health recipients and Third Party or Private Pay recipients who meet criteria for program admission such as a serious mental illness, intellectual disability or co-occurring substance abuse disorders as defined in DSM-V.

Program Description: Adult Outpatient Therapy Services include an array of services and supports for adults who are impacted by Mental Illness, Adjustment disorders, emotional disturbances, Intellectual Disabilities and co-occurring substance use disorders. Depending on individual needs, the goals of Adult Outpatient therapy may be: Crisis Resolution; improvement in adaptation to life stressors, improving self-esteem and coping skills and addressing substance use issues. Adult Outpatient Therapy services may also include assessment, linking, monitoring, coordinating, and education. Services are provided by a qualified mental health professional with a minimum of a Master's Degree in Social Work, Counseling or Psychology. Adult Outpatient Therapy Services are client and family driven, based on person centered planning philosophy and guidelines. Intensity and frequency of services are based on the client's changing strengths, needs, abilities, and preferences. Most Adult Outpatient Therapy Services are delivered in the Recovery Technology office unless outreach is authorized by the funding source. Hours are Monday through Friday, 8:00 am to 5:00 pm or by appointment. Evening and weekend appointments are available to accommodate clients and family members as needed. Clients and their families have access to on-call crisis services 24 hours a day, 7 days a week. A fee determination is completed prior to the start of services, when changes in insurance occur and annually.

Linking and collaborating with Psychiatrists, Primary Care physicians and other health providers, criminal justice system, probate court, Department of Human Services, Social Security Administration and other agencies relevant to the client's treatment is an integral component

of comprehensive service delivery. Identified needs that cannot reasonably be met internally, or can be met more appropriately outside the agency shall be referred, with client's consent to appropriate agencies or organizations.

Admission Criteria:

-18 years of age or older

-DSM-V Diagnosis

-Willingness to participate in voluntary outpatient therapy services

-Demonstrate difficulty in managing behavioral challenges or difficulty in interpersonal and social relationships

-Demonstrate a need for outpatient therapy per clinical assessment

Goals and Objectives: The goals and objectives of Adult Outpatient Therapy services are driven by individualized needs which are identified by the Bio-psychosocial Assessment and the Person Centered Planning process which identifies the client's strengths, needs, abilities and preferences, which are then developed into an Individualized Plan of Service. Generally, Outpatient therapy goals address stability within the family unit, reduction of symptoms, restoration or improvement in level of functioning and prevention of additional impairment. A crisis plan that is both proactive and reactive may also be developed if needed.

Psychoeducation that educates the client and family is provided on an ongoing basis in a manner that is understandable to the client and approachable.

Discharge Criteria: A client may be discharged from Outpatient Therapy Services when they have completed the goals and objectives in the Individual Plan of Service, has moved out of the service area, voluntarily withdraws from treatment, jointly with the clinician determines that services are not beneficial or has exhausted authorization of services. A discharge/transition plan is completed when the client has completed services or will be transitioning to alternative services of a lesser or greater intensity.

Initial authorization of services is provided by the funding source at the time of referral. Staff shall advocate on behalf of the client for re-authorization when continuation of services is indicated, based on assessment and progress toward treatment plan goals.

Mechanisms for Measuring Outcomes: Outcomes for Adult Outpatient Therapy program services will be defined in terms of efficiency, effectiveness and client satisfaction. Most clients are admitted to the program on a voluntary basis, with a small percentage court ordered to receive treatment. Clients are offered agency choices by the funding source prior to the

selection of Recovery Technology LLC. Recovery Technology uses the Daily Living Activities (DLA-20) to measure clinical outcomes. Recovery Technology also measure customer satisfaction using customer surveys. Program efficiencies are monitored by Recovery Technology's Quality Improvement Team on a monthly basis.

Payor Source/Referrals: Adult Outpatient Therapy services are paid for through LifeWays CMH, Third party insurers including Medicaid HMOs, Medicare, Blue Cross/Blue Shield and other insurers. Recovery Technology also accepts cash payments for all services. Referrals come through LifeWays CMH, area hospitals, other services organizations or walk-ins.