

**ANNEX A
PROGRAM COMMITMENTS
EARLY INTERVENTION AND SUPPORT SERVICES (EISS)**

PROGRAM DESCRIPTION: Provide rapid access to short term, recovery-oriented, crisis intervention services. Serves persons who are 18 years of age or older, who are experiencing exacerbated symptoms of a mental illness. Services include assessment, psychiatric evaluation, pharmacologic interventions, short-term counseling and psychotherapy, psycho-education, time-limited case management, referral and linkage.

**NAME OF AGENCY:
CONTRACT NUMBER:**

**BUDGET MATRIX CODE:
NO:**

BUDGET MODIFICATION

(0 = Original)

Target Enrollment (e.g. Caseload)	<input type="text"/>
Total Admissions	<input type="text"/>
Total Episodes of Care	<input type="text"/>
Face-to-Face Contact Hours On-site	<input type="text"/>
Face-to-Face Contact Hours Off-site	<input type="text"/>
<u>Total</u> Face-to-Face Contact Hours	<input type="text"/>

Access:

100% of consumers will be offered a face to face contact with a mental health professional within 24 hours of referral. YES NO

90% of consumers, who request or need access to a psychiatric prescriber, will be offered a face to face appointment with a prescriber within 24 hours of enrollment. YES NO

Evaluation:

Agency will complete annual program evaluation, inclusive of pre-post BASIS-24 results. YES NO

Agency will submit program data to DMHAS upon request. YES NO

STAFFING: (Please specify the amount of EISS staff time for each type of staff. For Staff that work in more than one agency program, reflect only the portion of the staff person's time that is allocated to the EISS program.)

<u>Staff</u>	<u>Total # of FTE's</u>
Director	<input type="text"/>
Psychiatrist	<input type="text"/>
Advanced Practice Nurse	<input type="text"/>
Registered Nurse	<input type="text"/>
Masters Level Clinicians	<input type="text"/>
Bachelor Level Staff	<input type="text"/>
Other Direct Care: Specify <input type="text"/>	<input type="text"/>
Other Direct Care: Specify <input type="text"/>	<input type="text"/>
TOTAL DIRCET CARE	<input type="text"/>
Clerical Support	<input type="text"/>
Security	<input type="text"/>
TOTAL ALL EISS Staff	<input type="text"/>

HOURS OF OPERATION: (Please specify hours:)

SUNDAY	<input type="text"/>	TO	<input type="text"/>
MONDAY	<input type="text"/>	TO	<input type="text"/>
TUESDAY	<input type="text"/>	TO	<input type="text"/>
WEDNESDAY	<input type="text"/>	TO	<input type="text"/>
THURSDAY	<input type="text"/>	TO	<input type="text"/>
FRIDAY	<input type="text"/>	TO	<input type="text"/>
SATURDAY	<input type="text"/>	TO	<input type="text"/>

EISS WILL PROVIDE 24/7 ON-CALL STAFF AVAILABILITY (TO PROCESS REFERRALS AND TO RESPOND TO ENROLLED EISS CONSUMER CALLS):

YES NO

EISS Annex A Definitions.

Target Enrollment – refers to the number of consumers that the EISS program can serve at a point in time, when at full capacity.

Admissions (New Enrollees) - refers to the number of consumers admitted to EISS during the year.

Total Episodes of Care – refers to the number of episodes in which EISS staff provide, at a minimum, a face-to-face assessment of the consumer's mental health needs. Includes both consumers who are admitted to EISS, as well as consumers who are immediately referred at assessment and are not enrolled in EISS.

Face-to-face on-site contact hours - refers to cumulative face-to-face contact time consumers or members of a consumers' family/support system receive from EISS staff at the EISS location. [Does not include telephone contact time; 60 minutes of face-to-face service provided to one 1 consumer = 1 hour of face-to-face service, irrespective of how many staff are present: (e.g. One staff provides a one hour group session to four consumers = 4 Hours of Face-to-Face Service; Two staff provides a one hour group session to four consumers = 4 Hours of Face-to-Face Service). No rounding (e.g. from 50 minutes to 1 hour) is permitted. 45 minutes of face-to-face service provided to one 1 consumer = **.75** hour of face-to-face service.] Record and sum actual duration of each face-to-face contact to produce cumulative total face-to-face hours.

Face-to-face off-site contact hours - refers to cumulative face-to-face contact time consumers or members of a consumers' family/support system receive from EISS staff, outside of the EISS location. Travel time to and from contact is excluded. [Does not include telephone contact time; 60 minutes of face-to-face service provided to one 1 consumer = 1 hour of face-to-face service, irrespective of how many staff are present: (e.g. One staff provides a one hour group session to four consumers = 4 Hours of Face-to-Face Service; Two staff provides a one hour group session to four consumers = 4 Hours of Face-to-Face Service). No rounding (e.g. from 50 minutes to 1 hour) is permitted. 45 minutes of face-to-face service provided to one 1 consumer = **.75** hour of face-to-face service.] Record and sum actual duration of each face-to-face contact to produce cumulative total face-to-face hours.