

DESIGNATED SCREENING SERVICES

Definition: a public ambulatory care service designated by the Commissioner of the Department of Human Services which provides emergency mental health services including assessment, screening for involuntary hospital commitment, emergency and referral services for mentally ill persons in a specified geographic area. Screening is the process by which it is ascertained that the individual being considered for commitment meets the standards for both mental illness and dangerousness as defined in P.L. 1987c.116 (N.J.S.A. 30.4-271 et seq.) and that all stabilization options have been explored or exhausted. A designated screening center is the facility in the public mental health care system wherein a person believed to be in need of commitment to a short-term care psychiatric facility or special psychiatric hospital undergoes an assessment to determine what mental health services are appropriate for the person and where those services may be appropriately provided. (N.J.A.C. 10:31). (*Source: DHS Service Dictionary 2004, pages 30-31*).

Units of Service: refers to direct face-to-face contacts between emergency staff members (including volunteers and students) and clients for more than 15 minutes and less than 2 hours. If a contact exceeds more than two continuous hours, count as multiple contacts. If two staff members simultaneously serve one client, count as two contacts. If one staff member serves two or more clients simultaneously, count as one contact.

PSYCHIATRIC EMERGENCY SERVICES

Definition: a mental health provider responsible for the provision of service to people in crisis. Emergency service includes mental health and social services provision or procurement and advocacy. Emergency services offer immediate crisis intervention services and service procurement to relieve the client's distress and to help maintain or recover his or her level of functioning. Emphasis is on stabilization, so that the client can actively participate in needs assessment and service planning. Emergency service is affiliated by written agreement with the geographic area Designated Screening Center. (N.J.A.C.10:31). (**Source: DHS Service Dictionary 2004, page 30**).

Units of Service: refers to direct face-to-face contacts between emergency staff members (including volunteers and students) and clients for more than 15 minutes and less than 2 hours. If a contact exceeds more than two continuous hours, count as multiple contacts. If two staff members simultaneously serve one client, count as two contacts. If one staff member serves two or more clients simultaneously, count as one contact.

OUTPATIENT SERVICES

Definition: mental health services provided in a community setting to clients who possess a psychiatric diagnosis, including clients who are seriously and persistently mentally ill, including those with co-occurring substance abuse and developmental disability diagnoses. Period therapy, counseling, medication monitoring, and supportive services are generally provided on-site at the provider agency for relatively brief sessions (between 30 minutes and two hours). Services may be provided individually, in group, or in family sessions. (N.J.A.C. 10:37E). (Source: *DHS Service Dictionary 2004, page 30*).

Units of Service:

- **Medication Monitoring** - face-to-face contact a client has with a physician or nurse practitioner for at least fifteen (15) continuous minutes, either on site or off site, for the purpose of reviewing medication history and discussing medication management.
- **Outreach** - face-to-face contact a client has with clinician for at least fifteen (15) continuous minutes, off site, for the purpose of engaging the client and monitoring his/her progress.
- **Individual Therapy** - face-to-face counseling session a client has with a therapist for at least thirty (30) continuous minutes, either on site or off site. Each 30-minute session may include 5 minutes for the completion of progress notes.
- **Family Therapy** - face-to-face counseling session family members have with a therapist for at least thirty (30) continuous minutes, either on site or off site. Each 30-minute session may include 5 minutes for the completion of progress notes.
- **Group Therapy** - face-to-face counseling session a group of 2-8 unrelated clients has with a therapist for at least thirty (30) continuous minutes, either on site or off site. Each 30-minute session may include 5 minutes for the completion of progress notes.
- **Intake & Assessment** - face-to-face interview session a client has with a clinician for at least thirty (30) continuous minutes, either on site or off site. Each 30-minute session may include 5 minutes for the completion of progress notes.

BILINGUAL & BICULTURAL SERVICES

Definition: The following client-centered staff skills, agency modalities, and policies provide major components of bilingual, bicultural services:

- > Staff has knowledge of, and can speak and write, the native language of the clients (other than English);
- > Staff knowledge, attitude and behaviors are sensitive to the cultural nuances of the client population (i.e., recent immigrants do not have the same experiences as earlier arrivals);
- > Staff background represents those of the client population(s);
- > Treatment modalities reflect the cultural values and treatment needs of the client population (i.e., incorporating American-Indian rituals into the treatment program);
- > Representatives of the client population participate in decision-making and policy implementation so that outsiders are not imposing their values.

Units of Service:

- **Medication Monitoring** - face-to-face contact a client has with a physician or nurse practitioner for at least fifteen (15) continuous minutes, either on site or off site, for the purpose of reviewing medication history and discussing medication management.
- **Outreach** - face-to-face contact a client has with clinician for at least fifteen (15) continuous minutes, off site, for the purpose of engaging the client and monitoring his/her progress.
- **Individual Therapy** - face-to-face counseling session a client has with a therapist for at least thirty (30) continuous minutes, either on site or off site. Each 30-minute session may include 5 minutes for the completion of progress notes.
- **Family Therapy** - face-to-face counseling session family members have with a therapist for at least thirty (30) continuous minutes, either on site or off site. Each 30-minute session may include 5 minutes for the completion of progress notes.
- **Group Therapy** - face-to-face counseling session a group of 2-8 unrelated clients has with a therapist for at least thirty (30) continuous minutes, either on site or off site. Each 30-minute session may include 5 minutes for the completion of progress notes.
- **Intake & Assessment** - face-to-face interview session a client has with a clinician for at least thirty (30) continuous minutes, either on site or off site. Each 30-minute session may include 5 minutes for the completion of progress notes.
- **Psychosocial Education** - face-to-face contact a client has with a clinician for at least thirty (30) continuous minutes, either on-site or off-site, for the purpose goal setting, skill building, and education. Each 30-minute session may include 5 minutes for the completion of progress notes.

ADULT PARTIAL CARE SERVICES & ADULT PARTIAL HOSPITALIZATION

Definition:

Comprehensive, structured, non-residential mental health services provided in a community setting to adult clients who have serious mental illness. Services are provided to seriously mentally ill adult clients in a day program setting to maximize a client's independence and community living skills. Partial care services include counseling, case management, psycho-education, pre-vocational, social and recreational services and psychiatric services. (N.J.A.C. 10:37E). *(Source: DHS Service Dictionary 2004, page 31).*

Units of Service:

Refers to the total count of units of service provided to all partial care clients. The definition of a unit of service is 1 hour provided to 1 client = 1 unit; (i.e. client attends for 3 hours of partial care services = 3 units of service. This definition mirrors the N.J. Medicaid definition for billable units.

RESIDENTIAL SERVICES

Definition:

DMHS licensed and contracted residential settings which offer regular staff supervision for consumers, for the purpose of assisting with activities of daily living and providing support and supervision, as needed. Residential settings include group homes, apartments, and family care homes. N.J.A.C. 10:37A. (Refer to *DHS Service Dictionary 2004* for definitions by setting)

Residential Levels of Care:

- **Supervised Residence A+:** refers to licensed group homes or apartments. Community mental health rehabilitation services are provided to consumer residents 24 hours per day, seven days a week. This includes awake overnight staff coverage.
- **Supervised Residence A:** refers to licensed group homes or apartments. Community mental health rehabilitation services are available to consumer residents 12 hours or more per day, (but less than 24 hours per day), seven days per week.
- **Supervised Residence B:** refers to licensed group homes or apartments. Community mental health rehabilitation services are available to consumer residents for 4 or more hours per day, (but less than 12 hours per day), seven days per week.
- **Supervised Residence C:** refers to licensed group homes or apartments. Community mental health rehabilitation services are available to consumer residents for one or more hours per week, (but less than 4 hours per day).
- **Family Care (Level D):** refers to a licensed program in a private home or apartment in which community mental health rehabilitation services are available to consumer residents for 24 hours per day by a Family Care Home provider.

Bed-Days: Total number of days whereby consumers are physically present for all or part of the day. Applies to A+, A, and D levels of care, and to B group homes.

Individual Unit of Service: Staff face-to-face contact with a consumer for at least 15 continuous minutes. If contact exceeds 15 minutes, count as multiple contacts. Travel time to and from contact is excluded. Applies to B-level apartments, and C-level group homes and apartments.

Group Unit of Service: Staff face-to-face contact with 2-6 consumers for at least 15 continuous minutes. If contact exceeds 15 minutes, count as multiple contacts. Travel time to and from contact is excluded. Applies to B-level apartments, and C-level group homes and apartments.

SUPPORTIVE HOUSING

Definition:

A program under contract with DMHS which offers residential placements to consumer residents with diagnoses of serious mental illness, either directly by a Provider Agency or by agreement with another entity (RHCF, boarding home, etc.). Unless residing at home with family, or in a boarding care facility, each consumer resident signs a lease or sublease and receives mental health supportive services from the Provider Agency. The consumer resident is responsible for lease payments, safety cleanliness, property protection, etc and bears the responsibility for those aspects of residential living. The consumer resident has the key to the home and has control over access to it. No lease shall contain the provision of mandatory mental health program participation as a requirement for the consumer resident. N.J.A.C. 10:37A. (*Refer to DHS Service Dictionary 2004, page 44*).

Individual Unit of Service: Staff face-to-face contact with a consumer for at least 15 continuous minutes. If contact exceeds 15 minutes, count as multiple contacts. Travel time to and from contact is excluded.

Group Unit of Service: Staff face-to-face contact with 2-6 consumers for at least 15 continuous minutes. If contact exceeds 15 minutes, count as multiple contacts. Travel time to and from contact is excluded.

LEGAL SERVICES

Definition:

Legal assistance provided to mental health clients, either through agency referral or self-referral. Assistance may include advice and guidance, case coordination and advocacy, and court representation for issues such as government entitlements, housing, evictions, employment, etc.

Units of Service:

Refers to the total number of staff face-to-face contacts with clients, staff telephone contacts with clients, and staff contacts with collaterals on behalf of a client.

COMMUNITY ADOVCATES / P.O.S.T. SERVICES
[P.O.S.T. = Peer Outreach Support Team]

Definition:

Individual advocacy and companionship services provided by trained volunteers either on a one-to-one or group basis, primarily to boarding home and other residential clients, to help prevent social isolation and enhance successful integration into community living.

Units of Service:

Refers to the total count of these hours, contacts, and participants:

- number of face-to-face hours of training
- number of face-to-face socialization contacts
- number of participants in boarding home group sessions
- number of participants in other group sessions
- training/support hours for consumers on Mental Health Boards or advocacy groups
- number of consumers on Mental Health Boards and advocacy groups that receive training and support

PROGRAMS IN ASSERTIVE COMMUNITY TREATMENT (PACT)

Definition: The purpose of PACT is to provide comprehensive, integrated rehabilitation, treatment and support services to those individuals who are most challenged by the need to cope with serious and persistent mental illness, as evidenced by repeated hospitalizations, and who are at serious risk for psychiatric hospitalization. PACT, provided in vivo by a multi-disciplinary service delivery team is the most intensive program element in the continuum of ambulatory community mental health care. Services to an individual may vary in type and intensity. Treatment has no predetermined end point. PACT is grounded in the assumption that people with serious and persistent mental illness, even those with impaired functioning can reside in normal settings in the community if adequate supports and services are provided. PACT utilizes mobile multi-disciplinary treatment teams to deliver to consumers in their natural environments such services as health care, housing, food, mental health treatment, and direct assistance with aspects of community living, including money management, vocational pursuits and interpersonal relationships. PACT staff is available after normal work hours as needed, and all team members rotate on-call coverage. N.J.A.C. 10:37J. (*Source: DHS Service Dictionary 2004, pages 32-33*).

Units of Service: The sum of all staff face-to-face contact hours, with or on behalf of enrolled consumers, or consumers that the team is attempting to engage during pre-enrollment outreach. Contacts may be on-site or off-site. Travel time should not be included.

INTEGRATED CASEMANAGEMENT SERVICES (ICMS)

Definition:

Consumer-centered support and linkage services provided predominately offsite in the consumer's natural environment. Personalized, collaborative and flexible outreach services are designed to engage, support and integrate consumers, 18 years of age or older who are severely and persistently mentally ill, into the community of their choice and facilitate their use of available resources and supports in order to maximize their independence. ICMS services are designed to assist consumers in their recovery by helping them gain access to needed mental health, medical, social, educational, vocational, housing and other services and resources. N.J.A.C. 10:37 K. (**Source: DHS Service Dictionary 2004, page 16**).

Units of Service:

The sum of all staff face-to-face contacts with clients, either on-site or off-site, and staff contacts with collaterals on behalf of the client.

- **Individual Unit of Service** - Staff face-to-face contact with a consumer or collateral for at least 15 continuous minutes. If contact exceeds 15 minutes, count as multiple contacts. Travel time to and from contact is excluded.
- **Group Unit of Service** - Staff face-to-face contact with 2-6 consumers or collaterals for at least 15 continuous minutes. If contact exceeds 15 minutes, count as multiple contacts. Travel time to and from contact is excluded.

PROGRAMS FOR ASSISTANCE IN THE TRANSITION
FROM HOMELESSNESS (PATH)

Definition:

Services provided to individuals suffering from serious mental illness, or suffering from serious mental illness and from substance abuse, and who are homeless or at imminent risk of becoming homeless. Case management services include preparing a plan for the provision of mental health services; providing assistance in obtaining and coordinating social and maintenance services, including those related to daily living activities, income support services, transportation, habilitation and rehabilitation services, prevocational and vocational services, and housing services. (**Source: Public Health Services Act, Sect.522 [290cc-22]**).

Units of Service:

The sum of all staff face-to-face contacts with homeless clients who are enrolled as active cases, either on-site or off-site.

- **Individual Unit of Service** - Staff face-to-face contact with a consumer for at least 15 continuous minutes. If contact exceeds 15 minutes, count as multiple contacts. Travel time to and from contact is excluded.
- **Group Unit of Service** - Staff face-to-face contact with 2-6 consumers for at least 15 continuous minutes. If contact exceeds 15 minutes, count as multiple contacts. Travel time to and from contact is excluded.

INTENSIVE FAMILY SUPPORT SERVICES (IFSS)

Definition:

A coordinated system of ongoing public and private support services which are designed to maintain and enhance the quality of life of a family. Services are designed to strengthen and promote families who provide care in the community for a family member with a serious mental illness. N.J.A.C. 10:37I.

(Source: DHS Service Dictionary 2004, page 32).

Units of Service:

Refers to the total number of staff contacts, sessions, and respite hours:

- Staff contacts made with one or more family members, or collaterals, between 15 minutes to 1 hour in duration. Contacts may be on-site or off-site.
- Number of family support group sessions
- Number of psycho-education sessions
- Number of telephone counseling contacts
- Number of face-to-face respite care hours provided in-home
- Number of face-to-face respite care hours provided out-of-home

SELF HELP CENTERS

Definition:

Community based centers providing activities designed to encourage consumers to interact with their peers to promote mutual support in dealing with common problems, and social interaction in a non-clinical setting.

Units of Service: Average Daily Attendance (x) number of days per year
Center is open

Example: (20 consumers) x (150 operational days) = 3,000 units

SUPPORTED EMPLOYMENT

Definition:

The supported employment process helps persons with severe and persistent mental illness to actively choose, secure and retain competitive full and part-time jobs in regular business and industry. Supported employment is competitive work in integrated work setting for mentally ill individuals for whom competitive employment has not traditionally occurred, or has been interrupted or intermittent, as a result of a severe disability. Typically consumers need intensive supported employment services and extended support services because of the nature and severity of their disability.

(Source: DHS Service Dictionary 2004, pages 36-37).

Units of Service:

The total number of staff hours provided for on-site job coaching, off-site job interventions, and extended vocational supports.

MENTAL HEALTH JUSTICE-INVOLVED SERVICES
(includes Jail Diversion, Re-Entry, and Criminal Justice Services)

Definition:

Personalized, collaborative and flexible case management and outreach services, offered primarily off-site, designed to engage, support and integrate individuals with serious mental illness who are involved with the criminal justice system into the community of their choice and facilitate their use of available resources and supports in order to maximize their independence. A primary goal of this service is to assist consumers to avoid arrest and/or reduce the number of days in jail or prison or help in their re-integration after incarceration.

Units of Service:

Refers to the total number of staff face-to-face contacts with or on behalf of consumers, either on-site, off-site, or at a correctional facility, for at least 15 continuous minutes. If contact exceeds 15 minutes, count as multiple contacts. Travel time to and from contact is excluded.

WELFARE TO WORK (TANF & GA)

Definition:

A program of case management and/or supported employment services delivered via DMHS contracted providers to identified recipients of public welfare assistance (either the TANF or GA programs). The program operates in six counties, and is entirely funded by the DHS Division of Family Development. Consumers receive case coordination services to link with necessary mental health evaluation and treatment, and job readiness vocational counseling, job placement and coaching, and customized community work experience (CWEP).

Case Management Units of Services:

The sum of all staff face-to-face contacts with clients, either on-site or off-site, and staff contacts with collaterals on behalf of the client.

- ***Individual Unit of Service*** - Staff face-to-face contact with a consumer or collateral for at least 15 continuous minutes. If contact exceeds 15 minutes, count as multiple contacts. Travel time to and from contact is excluded.
- ***Group Unit of Service*** - Staff face-to-face contact with 2-6 consumers or collaterals for at least 15 continuous minutes. If contact exceeds 15 minutes, count as multiple contacts. Travel time to and from contact is excluded.

Supported Employment Units of Service:

The sum of all staff face-to-face hours provided to consumers in job coaching, pre-placement preparation, and other vocational interventions, either on-site or off-site. Travel time and paperwork are excluded.