**EDWIN FAIR COMMUNITY MENTAL HEALTH CENTER, INC.**

 **DESCRIPTION OF SERVICES**

**POLICY:**

EFCMHC shall provide comprehensive mental health services throughout Service Area 11 in as many sites as are practical.

**PROCEDURES:**

Assessment/Referral Services

Consumers who seek help from EFCMHC will first be served by a screening/referral process, which will result in an intake process from an Edwin Fair clinician, or if deemed appropriate, a referral to another facility. A psychosocial assessment and treatment plan will be the first step in delivery of services.

Crisis Diversion and Emergency Services

Crisis diversion and emergency services are available in all five of the counties served by Edwin Fair CMHC. These include Kay, Osage, Noble, Pawnee, and Payne Counties. Services are accessible by calling the county offices in Ponca City, Pawhuska, and Stillwater. An emergency answering service is used after hours. Access to an assigned on-call staff member is available at all times through a paging system and cellular telephone. Details regarding Policy and Procedures for Provision and Documentation of Emergency Services are found on page III-20a of this manual.

Outpatient Services

An array of outpatient services is available in each of the five counties served. Counties refer to one another as necessary to provide adequate continuity of care, as some services are not available in every county.

Following a diagnostic intake evaluation, a treatment plan will be completed with the consumer. If counseling is recommended, the plan will specify the modality, e.g., case management, individual or group rehab, or individual, family, or group counseling,

All clinicians practicing outpatient services must be certified by ODMHSAS to do so. Clinicians are required to have twelve hours of continuing education annually in order to maintain their certification. Outpatient Clinicians will be expected to have a working knowledge of services and support systems in the communities in which they are employed. BHRS providers will have a Bachelor’s Degree in Psychology, sociology or related field. Those providing BHRS services will complete ODMHSAS’ BHRS modules.

Case Management Services

Case management is available for seriously mentally ill (SMI) adults and for seriously emotionally disturbed (SED) children. Case management is designed to assist an individual in gaining access to needed medical, social, educational, and other services essential to meeting basic human needs. Case management is provided throughout the agency's five county service area. These services are made available to the consumer, either at their home, within the community, or at the case manager's office, as appropriate. The goals of case management are to link consumer to needed resources and advocate for their services. Case management services are preventive interventions and community based.

Psychiatric Rehabilitation Services:

Psychiatric rehabilitation services for Adults with Serious Mental Illness, and Children with Serious Emotional Disturbance standards reflect two recovery focused programs for these populations. Both services include individual and group rehabilitation services for both adults and children. Both programs are grouped under out Outpatient and case management service programs as well as our PACT and SOC programs.

Program of Assertive Community Treatment Services

The Program of Assertive Community Treatment (PACT) consists of a multidisciplinary treatment team dedicated to the effort of assisting consumers in the process of obtaining the highest level of functioning possible through a community based service-delivery model of treatment. The PACT effort is maintained to enable consumers to avoid reinstitutionalization by hospitalization or correctional means. The services provided are comprehensive and offer an alternative to traditional community mental health services where intervention has not been successful in the life of the consumer. The program provides rehabilitation and highly individualized services that may include psychiatric, substance abuse and employment assistance. Other services that may be offered include crisis intervention, medication prescription administration, symptom assessment and management, individual supportive therapy, individual and group rehabilitation, and case management to support daily living activities.

Substance Abuse Services

EFCMHC provides education, evaluation, and treatment for substance abusers and for individuals with co-occurring substance abuse and mental health issues. An integrated service approach will include an initial evaluation and assessment and follow-up services of individual and group counseling, and aftercare groups. Referrals may be made for inpatient/residential treatment and medication management if indicated.

All staff will be trained in areas of providing services that are recovery oriented, culturally competent, trauma informed, and co-occurring capable.

# Prevention Services

Prevention services are planned group activities to reduce the risk individuals will experience substance abuse, mental health, or domestic violence-related problems. Participants can be children and/or caretakers of children at risk. Examples of these activities include parenting groups, support groups for children or caretakers, and focus groups for high-risk children and youth.

Outreach Services

Activities directed toward potential consumers or persons who are at risk, with the purpose of establishing trust and rapport, explaining services available, and dispelling likely or actual resistance to services on the part of the potential consumer.

Medication Services

Medication Services, provided by qualified physicians, are available in Stillwater and Ponca City. Medications for qualifying consumers may be made available through the medication program.

Wellness Services to homeless individuals:

Edwin Fair CMHCs shall provide the following services to individuals within their service area who are homeless, including those individuals experiencing chronic homelessness and who have a serious mental illness, including co-occurring substance use disorders:

(1)Linkage and contacts with local emergency services, shelters, state-operated psychiatric inpatient unit, and any other organization. Which may be in contact with homeless persons;

(2)Linkage and contacts with local housing authorities;

(3)Contact, and work with those who are homeless and who have a serious mental illness, to assist with accessing CMHC services, income benefit programs, and housing programs, among other services.

These services will be addressed through our outpatient programs and/or PACT (if the individual meets admission criteria.)

Peer Recovery Support

Peer recovery support specialist services shall be provided by staff who have completed the ODMHSAS PRSS training and have passed the ODMHSAS PRSS exam. Peer recovery support specialist shall be under the supervision of individual program coordinators and ultimately under the supervision of the Clinical Director.

The following principles will guide Recovery Support Specialist in their various roles, relationships and levels of responsibility in which they function professionally: 1) The primary role of the PRSS is to help individuals achieve the ability to meet their own needs, wants, and goals. PRSS will be guided by the principle of self-determination for all, 2) will openly share with consumers and colleagues their recovery stories from mental illness and will likewise be able to identify and describe the supports that promote their recovery, 3) will advocate for those they serve that they may make their own decisions in all matters when dealing with professionals, 4) will advocate for the full integration of individuals into the communities of their choice and will promote the inherent value of these individuals to those communities, 5) will assist the individual with the development of natural supports, coping skills, and other skills necessary to function as independently as possible in the community after a hospitalization or other institutional settings. This service is available through all outpatient areas of the agency.

Wellness Activities and Support:

Edwin Fair staff at every location will offer services to consumers that are individualized; recovery-focused that allows individuals the opportunity to learn to manage their own wellness. If a consumer request assistance with such things as smoking cessation, resources will be made available to that consumer such as the toll free number in our state that links consumers to smoking cessation assistance. Assistance in nutritional planning, exercise, and stress management can be incorporated into each individual treatment plan. Such services will be integrated into the individual’s service plan and link and advocate for any needed wellness activities.

# System of Care Services

The System of Care Best Practice Model is child centered, family focused, community based, needs driven and culturally competent. A local community team, with significant parent representation and involvement, serves as the primary responder and decision maker regarding the needs of the children and families served.

Consultation and Education Services

Services to other agencies are provided by EFCMHC. EFCMHC provides speakers for church groups, civic groups, schools, women's organizations, and a variety of other groups.