

## **Columbus Ohio Transitional Grant Area Mental Health Services Service Standards**

### **Application of Service Standards:**

The service standards outlined below apply to any agency receiving Ryan White Part A funding to provide Mental Health Services within the Columbus TGA.

### **Service Category Definition:**

Mental Health Services are the provision of outpatient psychological and psychiatric screening, assessment, diagnosis, treatment, and counseling services offered to clients living with HIV. Services are based on a treatment plan, conducted in an outpatient group or individual session, and provided by a mental health professional licensed or authorized with the state to render such services. Key activities include:

- Initial assessment of service needs;
- Development of a comprehensive, individualized care plan;
- Timely and coordinated access to medically appropriate levels of health and support services and continuity of care, as outlined in the individualized care plan;
- Continuous client monitoring to assess the efficacy of the care plan;
- Re-evaluation of the care plan at least every six (6) months with adaptations as necessary; and
- On-going assessment of the client's needs.

In addition to providing the services above, Mental Health Services also include:

- evaluation and medication management by a psychiatric nurse practitioner or psychiatrist;
- evaluation and therapeutic treatment, including individual, couple, family, and/or group therapy, by a licensed psychotherapist; and
- evaluation and therapeutic treatment by a licensed substance abuse counselor.

### **Client Eligibility Requirements:**

Ryan White Part A funded services are available to any individual who meets the following guidelines:

- Diagnosis of HIV/AIDS;
- Resides within the Columbus TGA (Delaware, Fairfield, Franklin, Licking, Madison, Morrow, Pickaway, or Union county); and
- Low-income as defined as less than 500% of federal poverty level (FPL).

Eligible clients may have health insurance through public and private sources. Ryan White services are available to meet unmet medical and support service needs, as payer of last resort.

### **Forms:**

All agencies receiving Ryan White Part A funding to provide Mental Health Services are required to utilize standardized forms provided by Columbus Public Health:

- RWA Referral for Mental Health Services Form

	Standard	Measure
<b>1.0</b>	<b>Agency Policies</b>	
1.1	Licensure: Mental Health Services agencies have licenses from appropriate licensing agencies	Proof of licenses and accreditations on file with agency
1.2	Hours of Operation: Mental Health Services agencies have operating hours	Documentation of hours of operation along with protocol for client emergency needs outside of operating hours on file with agency
1.3	Special Service Needs: Mental Health Services agencies comply with the Americans with Disabilities Act (ADA)	Policy on responding to clients with special needs on file with agency
1.4	Cultural and Linguistic Competency: Mental Health Services agencies adhere to the national standards on Culturally and Linguistically Appropriate Services (CLAS)	Policy on responding to clients with cultural and linguistic diversity, including interpretation and translation services, on file with the agency
1.5	Privacy and Confidentiality: Mental Health Services agencies have a structure in place to allow for the sharing and/or exchanging of client information in a confidential manner and complies with the Health Insurance Portability and Accountability Act (HIPAA)	Policy on protecting client information on file with the agency
1.6	Client Rights and Responsibilities: Mental Health Services agencies assure services are provided within the client's rights	Statement of client rights and responsibilities posted and/or accessible to clients within the agency
1.7	Health and Safety: Mental Health Services agencies have established health and safety procedures	Policy on health and safety procedures on file with the agency
1.8	Data Collection: Mental Health Services agencies have procedures in place to assure the timely submission of data into CAREWare	Agencies report mandated individual client level data for each Ryan White Part A eligible visit/contact in CAREWare by the 15 <sup>th</sup> of the following month
1.9	Grievance: Mental Health Services agencies have an established system for grievances about the operation of the service program	Policy on grievance procedures on file with the agency
1.10	File Retention: Mental Health Services agencies will assure active and inactive client files will be maintained in a locked location	Policy on retention procedures on file with the agency
<b>2.0</b>	<b>Mental Health Services Personnel</b>	
2.1	<p>Staff Qualifications: Mental Health Services personnel will have at least one of the following:</p> <ul style="list-style-type: none"> <li>• Personnel providing psychotherapy will have a current license provided by the Ohio Counselor, Social Worker and Marriage and Family Therapist Board;</li> <li>• Personnel providing evaluation and medication management will meet criteria for working as a psychiatric nurse practitioner in accordance with the State of Ohio Board of Nursing;</li> <li>• Personnel providing substance abuse counseling will meet criteria in accordance with the Ohio Chemical Dependency Professionals Board</li> </ul>	Documentation in personnel files

	Standard	Measure
<b>2.0</b>	<b>Mental Health Services Personnel, continued</b>	
2.2	<p>Training: Mental Health Services personnel will annually participate in training that is available and relevant to their position and working with individuals living with HIV/AIDS and the affected community, and at a minimum attend at least one training on topics related to their position:</p> <ul style="list-style-type: none"> <li>• HIV-specific training, including disease process, co-morbidities, and psychosocial effects of the disease;</li> <li>• Cultural sensitivity;</li> <li>• Entitlement programs, benefits to clients, and community resources/support services; and/or</li> <li>• Client confidentiality, client rights, agency grievance procedures</li> </ul>	Training documentation in personnel files
2.3	Supervision: Mental Health Services personnel will receive supervision, as required by their licensing board and/or agency policy	Documentation in personnel file
<b>3.0</b>	<b>Client Referral for Mental Health Services</b>	
3.1	Referral for Mental Health Services: Clients in need of mental health services will be referred by Ryan White Medical Case Manager, Non-Medical Case Manager—Support, Linkage to Care Coordinator, or Outpatient Ambulatory Provider to the Ryan White Part A Mental Health Services program	<p>Completed Ryan White Part A Referral for Mental Health Services Form in client file that includes:</p> <ul style="list-style-type: none"> <li>• Client information</li> <li>• Referral information</li> <li>• Ryan White Part A approval</li> </ul>
3.2	Case Assignment: Clients will be assigned to a mental health services staff member, with availability, within two business days of receiving a completed Ryan White Part A Referral for Mental Health Services Form	Documentation of date of case assignment and name of assigned mental health services staff member in client file
3.3	Communication: Mental Health Services personnel will provide timely communication to clients and referral sources, e.g. Medical Case Managers, Non-Medical Case Manager—Supports, Linkage to Care Coordinators, and/or Outpatient Ambulatory Providers	Documentation of date and description of communication to client and/or referral source
<b>4.0</b>	<b>Client Eligibility</b>	
4.1	Eligibility Verification: Documentation of client's eligibility information being properly reviewed and documented per the Columbus TGA eligibility policy and indication that the client is approved to access Ryan White Part A services documented by Ryan White Medical Case Manager, Non-Medical Case Manager—Support, Linkage to Care Coordinator, or Outpatient Ambulatory Provider	Completed Ryan White Part A Referral for Mental Health Services in client file
4.2	Eligibility Re-certification Verification: Documentation of client's eligibility re-certification information being properly reviewed and documented per the Columbus TGA eligibility policy and indication that the client is approved to access Ryan White Part A services documented by Ryan White Medical Case Manager, Non-Medical Case Manager—Support, Linkage to Care Coordinator, or Outpatient Ambulatory Provider	Completed Ryan White Part A Referral for Mental Health Services in client file
4.3	Payer of Last Resort: Mental Health Services personnel will make reasonable efforts to identify and secure other funding sources outside of Ryan White funds whenever possible	Documentation of efforts to secure other funding sources in client file

	Standard	Measure
<b>5.0</b>	<b>Client Rights and Privacy</b>	
5.1	<p>Expectations of Care: Clients will be provided with information about the Ryan White Part A Mental Health Services program upon entrance into the program that define:</p> <ul style="list-style-type: none"> <li>• Client participation;</li> <li>• Payer of last resort;</li> <li>• Payment policy;</li> <li>• Service limits and exceptions;</li> <li>• HIPAA;</li> <li>• Grievance; and</li> <li>• Program responsibilities</li> </ul>	Completed Expectations of Care Form in client file
5.2	Release of Information: Clients will be informed of how their information will be accessed and/or released/shared by the Central Ohio Network	Completed Central Ohio HIV Case Management Network Release and/or agency release of information in client file
5.3	Privacy and Confidentiality: Clients will be informed of the Mental Health Services agency's privacy and confidentiality policies	Documentation in client file
5.4	Grievance: Clients will be informed of the Mental Health Services agency's grievance policy including information about submitting unresolved grievances related to Ryan White Part A grant-supported services to 614.645.2273 (CARE)	Documentation in client file
<b>6.0</b>	<b>Assessment and Service Plan</b>	
6.1	<p>Assessment: Clients will be interviewed, assessed, and evaluated to determine need for and type of service to be provided through Ryan White Part A mental health services to include:</p> <ul style="list-style-type: none"> <li>• Presenting problem</li> <li>• Mental health status assessment</li> <li>• Anxiety screen (GAD-7)</li> <li>• Depression screen (PHQ-9)</li> <li>• Substance abuse screen (DAST-20)</li> <li>• Trauma history</li> <li>• Strengths and challenges</li> <li>• Diagnoses</li> </ul>	<p>Completed assessment in client file</p> <ul style="list-style-type: none"> <li>• Documentation of efforts by Mental Health Services personnel to schedule initial assessment to occur within two weeks of initial contact with newly assigned client</li> </ul>
6.2	Reassessment: Clients will be interviewed, assessed, and evaluated at least every six months to re-determine need for and type of service to be provided through Ryan White Part A mental health	Completed re-assessment in client file
6.3	Treatment Plan - Annual: Clients will have an individualized treatment plan	Completed treatment plan-annual in client file
6.4	Treatment Plan – Six Month Review and Update: Clients re-certified for Ryan White Part A services and determined in need of Ryan White Part A mental health services will have an individualized treatment plan reviewed and updated every six months	Completed treatment plan-six month review and update in client file
6.5	Evaluation of Treatment Plan: Mental Health Services personnel will review and evaluate, at each appointment, client's ongoing and presenting needs and modify the treatment plan accordingly	Documentation including case notes and goal attainment in client file
6.6	Referral for Services: Clients will be referred to community resources for support with additional needs, e.g. domestic violence, peer support group, alcohol and drug treatment, psychiatry, etc.	Completed release of information form and case note documentation in client file

	Standard	Measure
<b>6.0</b>	<b>Assessment and Service Plan, continued</b>	
6.7	Client Contact: Clients will be contacted by Mental Health Services agency for service coordination and/or follow-up as outlined by the treatment plan, including appointment reminders and follow-up for missed appointments	Documentation of dates and purpose of contact with client in client file
6.8	Case Note Documentation: All contact with and/or on behalf of the client will be documented in case notes	Case note documentation in client file including information: <ul style="list-style-type: none"> <li>• about the provision of translation and/or interpretation services;</li> <li>• about the service provided to the client;</li> <li>• exchanged and/or released with a third party;</li> <li>• provided by Mental Health Services personnel to the client;</li> <li>• provided by the client to the Mental Health Services personnel; and/or</li> <li>• related to eligibility, care, and/or follow-up</li> </ul>
<b>7.0</b>	<b>Case Closure</b>	
7.1	Case Closure: Clients will be closed from Mental Health Services for the following circumstances: <ul style="list-style-type: none"> <li>• Client achieves mental health services goals and no other mental health related needs are present;</li> <li>• Client moves outside of the service area;</li> <li>• Client is/will be incarcerated for more than six months;</li> <li>• Client request;</li> <li>• Client is no longer eligible based upon Ryan White Part A criteria;</li> <li>• Client does not reply after a combination of three attempts; and/or</li> <li>• Client death</li> </ul>	Documentation in client file of: <ul style="list-style-type: none"> <li>• Discharge summary</li> <li>• Allowable circumstances for case closure;</li> <li>• Three attempts to contact clients and outcome of attempts</li> <li>• Indication of goal attainment;</li> <li>• Date of case closure</li> </ul>

## SIGNATURES

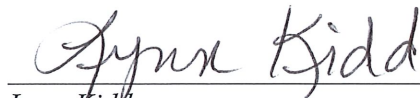
I have reviewed this document and endorse it as the Mental Health Services Service Standards for the Columbus TGA:

Not appointed at this time

Name

Planning Council Chair

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date



Lynn Kidd

Planning Council Chair

4 / 26 / 19  
Date



Terence Theis

Planning Council Chair

04 / 23 / 19  
Date



Sean Hubert

Ryan White Director

4 / 23 / 19  
Date