

Home and Community Based Services (HCBS) Resource Guide for Health Home Care Management Agencies

HCBS	For Whom?	Service Components	Member Says (Examples):	When NOT to refer a member:	HCBS Provider Staff Requirements:
Habilitation	Members in need of functional and social skills building they never had or have had major challenges with attaining them.	A Provider may closely work with the member on areas related with: - self-care -ADL -learning how to follow instructions -relationship development -use of community resources - money and time management	I would like to learn how to do my laundry. I would like to learn cooking skills. I never had to budget my money. I would like to learn how to organize my home better. Why is my bill so high? I need help opening my mail.	Member needs housing placement	Unlicensed Behavioral Health Staff
Psychosocial rehabilitation (PSR)	Members who need to regain functional/basic skills they once had but have lost.	A provider may closely work with the member on areas related with: -Relapse prevention planning -Socialization skill building -Wellness and self-management	I used to be able to manage my money but I need help now that I'm on cash assistance. I used to know how to travel on my own but since I've been in jail for the last 10 years, I forgot how to. Can someone help me with this? I need help with staying sober. I need help with dealing with my anxiety. I have days where I can't control my symptoms and it's affecting my life (daily living, relationships with family, normative roles).		Unlicensed Behavioral Health Staff
Community Psychiatric Support & Treatment (CPST)	Members who are disengaged from site-based services due to temporary physical setbacks (ie. Injury) or behavioral setbacks and need time limited treatment.	A clinical mobile treatment team works with member in his/her own home setting if he/she hasn't gotten connected to services like SU Outpatient Programs, Ongoing MH treatment or help client transitioning to ACT or PROS.	I am waiting assignment to an ACT team. I would like help in reminding me to take my medications and how to take them. I want to improve my MH. I feel too depressed to go out to make it to my appointments.	Member is already engaged with outpatient MH/SU provider.	Licensed staff (ex. CRC, Nurse, Psychologist, Therapist, Mental Health Counselor, Physician, Psychiatrist, Social Worker)
Pre-vocational Employment	Members who want to prepare for employment but not ready to work today.	Provide member with non- job task specific strengths and soft skills (punctuality, communication with others, appropriate dress attire, working with others) that contribute to employability. Focus is on training.	I want to work but I really don't think I can do it right now. I want to work but I'm scared to go back to work. I'm afraid no one will hire me because of my past criminal record.		Unlicensed, Ed/experience equivalent to a BA

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Transitional Employment	Members who want real-life work experience. Based on the clubhouse model.	Provide member with time-limited paid internship employment experience to help develop or strengthen work related soft skills.	I would like to return to work but would like to gain more experience. I want to try a new field.	Member is not interested/ready to work right now.	Unlicensed, Ed/experience equivalent to a BA
Intensive Supportive Employment	Members who want to obtain competitive employment today but require supports to perform in a regular work setting. Based on evidence based practice.	Provides members with employment support to obtain a job placement such as job development, job coaching, negotiation with prospective employers, resume writing, benefits and financial management, etc	I want a job asap. I'm still using but I want to work. I need money to support myself. I'm tired of being on benefits. I need more money.	Member is not interested/ready to work right now.	Unlicensed, Ed/experience equivalent to a BA
Ongoing Supported Employment	Members who want to retain competitive employment but have difficulty due to their behavioral health.	Provides members with supports to keep a job. Supports include: -benefits and financial management -negotiating with employer -conflict resolution -anger management -work/life balance -coping skills on the job	I work long hours and I can't make it to my doctor's appointments. How do I ask for a raise at my job? I don't know if I should disclose? I'm having a hard time working b/c my symptoms are bad. I'm having trouble dealing with changes at work. I am really frustrated with my boss.	Member is not employed in competitive employment.	Unlicensed, Ed/experience equivalent to a BA
Education Support Services	Members who want to obtain formal education to become competitively employed	Provides members with supports to obtain formal education/training to achieve employment goals.	I want to go to school to become a vet. I want to get my CNA certification so I can get a job. I want to work but need my GED/TASC. I'm interested in a trade program	Member is not interested in linking education goal to employment goal.	Unlicensed, BA level staff
Peer Support Services	Members with a need and preference for Peer Support or persons with lived experience.	Advocacy, outreach and engagement, promote and educate on self-help tools, recovery support, and empowerment.	I want support with my MH from someone who understands. I don't have any friends and want to socialize with my peers. I want to learn how to manage my symptoms. You don't know what I'm going through. I want to talk to someone that knows what I'm going through. I need help with getting benefits. I have too much free time, need recreational activities.		Peers must be certified by OMH or OASAS

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Family Support and Training	Members who have need and preference for engagement with & education/training support for their family.	Provider provides training/instruction on how member's family or significant others/support system can support and help member in his/her recovery. Member does not need to be present for every session.	My family/roommate does not understand my MH. My family stopped talking to me when I started using. I just finished rehab and my family is treating me differently.	Member is seeking therapy rather than information Member is seeking parenting skills.	Unlicensed staff
Short-term Crisis Respite (Available for all HARP members, does not require a HCBS eligibility assessment or a Level of Service Request from MCO)	Members who are experiencing challenges in daily life and are at risk for escalation of symptoms and feel that they cannot manage at home or community environment.	Offers to member a safe space when he/she needs to leave a stressful situation. Peer support and coordination with current providers. <i>Does not require a HCBS LOS from HH CM and requires Provider Auth if stays are longer than 72 hours from HCBS provider</i>	I'm afraid to be alone. I'm feeling worse. I don't want to go to the hospital. I need a break from my roommate. I'm afraid I am going to lose control.	Member is at risk to self and/or others	Peers or unlicensed staff
Intensive Crisis Respite (Available for all HARP members, does not require a HCBS eligibility assessment or a Level of Service Request from MCO)	Members who are experiencing a behavioral health crisis including suicidality, homicidal ideation and acute escalation of MH symptoms	Help members to stay out of the hospital when they are having a crisis by providing a safe place to stay that can offer treatment. <i>Does not require a HCBS LOS from HH CM and requires Provider Auth if stays are longer than 72 hours from HCBS provider</i>	I'm feeling suicidal and have a plan but I'm not going to the hospital.		Multidisciplinary team of licensed, unlicensed and certified peer staff.