

ATTACHMENT B

PROGRAM DESCRIPTION DOCUMENTS

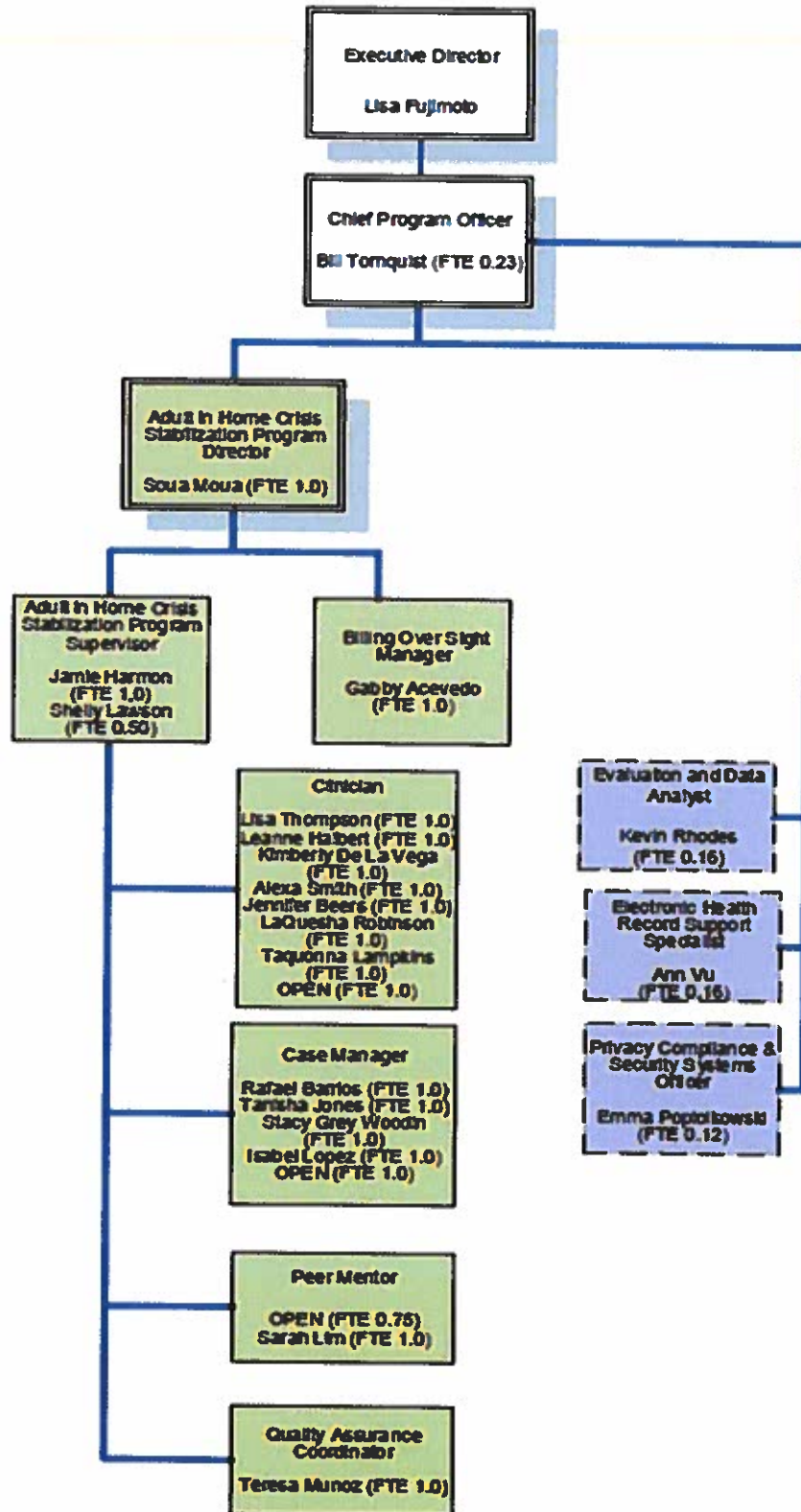
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B1

PROGRAM ORGANIZATIONAL CHART

ADULT IN-HOME CRISIS STABILIZATION PROGRAM



B2

JOB DESCRIPTIONS



The Child Abuse Prevention Center Job Description

Job Title: Contract and Privacy Compliance & Security Systems Officer

Status: Non-Exempt

Department: Operations

Reports to: Chief Program Officer

Date: March 2019

Job Summary:

Reporting directly to the Chief Program Officer, the Contract and Privacy Compliance & Security Systems Officer (Compliance Officer) will interact with the contracts through the public funders requirements in helping the Child Abuse Prevention Center through privacy, security and information matters relating to its diverse scope of programs and service offerings. The position will be responsible for managing the organizations, policies and procedures and being the subject matter expert on privacy and information security requirements for all county contracts.

Essential Job Functions:

- Promote and model a HIPAA-centric culture and provide education and support within the organization.
- Review and develop security-related contract documents
- Responsible for implementing, managing and enforcing information security directives as mandated by the county contracts and HIPAA
- Ensure that HIPAA requirements for access control, disaster recovery, business continuity, incident response, and facility security are properly addressed.
- Remains current on applicable state and federal privacy, confidentiality, and information security laws and compliance rules are.
- Assist in the administration and oversight of protected contracts, documents, and restricted access of individuals rights under HIPAA, including right to inspect, amend and restrict access to protected information.

Policies and Procedures:

- Works with Chief Program Officer and Executive Director to create, maintain, and revise privacy and information security policies, procedures, forms, notices and associated materials. Collaborates with other departments such as human resources and Information Technology as appropriate.

Audit and Risk Assessments:

- Conducts audits to determine if the Child Abuse Prevention Center is complying with privacy and information security policies, procedures, and applicable regulatory standards.
- Conducts periodic risk assessments to identify, prioritize, and evaluate privacy and information security risks. Identify gaps and implement migration or corrective action strategies that align with the organizational objectives, and contract objectives.
- Implements ongoing risk assessments and audits to ensure that information systems are adequately protected and meet HIPAA certification requirements.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by staff members assigned to this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of the staff member assigned to this job.

**The Child Abuse Prevention Center
Job Description**

Job Title: Contract and Privacy Compliance & Security Systems Officer

Status: Non-Exempt

Department: Operations

Reports to: Chief Program Officer

Date: March 2019

Investigations/Breaches:

- Receives, investigates and responds to privacy/information security questions and concerns, including those submitted through SIR/ Incident Reporting systems. Promptly, properly, and consistently addresses issues and takes steps to prevent recurrence. Notifies Leadership with organization, so that the contracts are notified by the Chief Program Officer immediately.
- Provides guidance to human resource department to promote consistent and appropriate sanctions for failure to comply with State and Federal privacy and information security requirements as well as, organizational policies and procedures related to privacy information security.
- Leads an incident response to contain, investigate and prevent future computer security breaches

JOB REQUIREMENTS:

EXPERIENCE:

- Minimum of 3-5 years in compliance, including privacy and information security.
- Experience managing changing priorities, working independently and with a positive attitude.
- Experience maintaining a high degree of discretion, integrity, and sensitivity to confidentiality, and privacy.
- Experience in nonprofit environment a plus!

SKILLS AND COMPETENCIES:

- High degree of information technology knowledge
- Knowledge of California laws preferred as it relates to privacy, security and information regulations.
- Must be able to work independently, prioritize, multi-task, and interact with individuals at all levels of the organization.
- Strong strategic and critical thinking and decision making skills. Ability to identify issues and develop innovative solutions.
- Ability to articulate information and communicate easily, clearly and with tact.
- Strong verbal and written communication skills.
- Demonstrate a high level of standard of personal and professional conduct, ethics, objectivity, judgement, and discretion.
- Knowledge of information of security auditing tools and techniques.

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**The Child Abuse Prevention Center
Job Description**

Job Title: Contract and Privacy Compliance & Security Systems Officer

Status: Non-Exempt

Department: Operations

Reports to: Chief Program Officer

Date: March 2019

EDUCATION:

- Bachelor's Degree required, with focus in computer/information sciences
- Certification in privacy, and/or information security preferred

WORKING CONDITIONS:

- May require occasional evening or weekend hours.

TYPICAL PHYSICAL DEMANDS:

- Requires sitting, standing, bending and reaching. May require lifting up to 50 pounds. Requires manual dexterity sufficient to operate standard office machines such as computers, fax machines, scanners, copiers, and servers.

Amount of time spent on the following physical activities:

Physical Demand	Amount of Time			
	None	Up to 1/3	Up to 2/3	2/3 Plus
Stand	●	●		
Walk	●	●		
Sit	●			●
Use Hands	●			●
Reach with hand or arms	●		●	
Climb or balance	●	●		
Stoop, kneel, crouch or crawl	●		●	
Talk or Hear	●			●

ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION

I, _____ (Staff Member's Printed Name) have received a copy of the Job Description and have read and understand its contents.

Employee's Signature

Date

Supervisor's Signature

Date

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The Child Abuse Prevention Center Job Description

Job Title:	Program Director	Status:	Exempt
Department:	Adult In-Home Crisis Stabilization		
Reports to:	Chief Program Officer	Date:	January 2019

Job Summary

The primary responsibility of the Program Director is to plan, develop, expand and execute the mental health and crisis response services for the Child Abuse Prevention Center (Prevention Center).

Goals

1. Ensure the Adult In-Home Crisis Stabilization (AIHCS) program fulfills all County of Orange Health Care Agency (HCA) contractual goals and requirements
2. Increase and expand program awareness, reputation of integrity within the community, and use of services
3. Nurture and develop team, fostering stability and individual growth

Essential Duties and Responsibilities

- Hiring, supervision, training and management of program staff
- Conduct individual sessions with assigned clinical staff, including clinical/case management staff
- Provide clinical consultation with, and on-call support for AIHCS staff 24 hours a day 7 days a week
- Ensures program and clinical quality and achievement of all contract requirements are met, including but not limited to workload standards, supervision hours, training requirements, staffing requirements, monthly goals and budget compliances of program elements.
- Ensure client files and cases are managed in accordance with HCA contract and Medi-Cal requirements
- Interface with billing staff to maintain quality and consistency of documentation
- Review assessments and other clinical documentation to assure clinical standards of the Prevention Center, HCA, and Medi-Cal are met
- Responsible for representing the Prevention Center and the mental health programs at County and other funder meetings
- Provide a strong, positive and highly professional presence in the community
- Partner with the Associate Director of Programs, Executive Director and Director of Finance, Operations & Support, to provide operational support to the Prevention Center
- Research projects and/or special projects as defined

Supervisory Relationship

Supervised by the Associate Director of Programs

Position Qualifications

- Ph.D., Psy.D., or Master's Degree in Social Work, Sociology, Psychology or related field
- Current licensure in California as an LCSW or LMFT or Psychologist
- Able to provide BBS licensure supervision to ASW and MFTI clinicians
- Minimum 5 years of experience managing mental health services

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**The Child Abuse Prevention Center
Job Description**

Job Title: Program Director **Status:** Exempt
Department: Adult In-Home Crisis Stabilization
Reports to: Chief Program Officer **Date:** January 2019

- Knowledge of the mental health system of care
- Experience managing contracts
- Experience managing Medi-Cal services and strong knowledge of Orange County Health Care Agency Behavioral Health Services documentation requirements
- Excellent oral and written communication skills
- Outcome based statistical reporting
- Valid California Driver's License
- Live Scan fingerprinting required
- Experience with adult and families is preferred
- Familiarity with Microsoft Office, including Excel, Exym, Word, and Access

Working Conditions

- Working environment is indoor, reasonably clean, well-lighted and ventilated
- Generally little or no probability of injury or health impairments
- Requires little or no physical effort involving intermittent standing, sitting or walking while performing duties, occasional lifting up to 10 lbs.

Amount of time spent on the following physical activities

Amount of Time	None	Up to 1/3	Up to 2/3	2/3 Plus
Stand	●	●		
Walk	●		●	
Sit	●			●
Use of Hands	●			●
Reach with hand or arms	●		●	
Climb or balance	●	●		
Stoop, kneel, crouch or crawl	●	●		
Talk or Hear	●			●

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Employee's Signature

Date

Supervisor's Signature

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**The Child Abuse Prevention Center
Job Description**

Job Title:	Program Supervisor	Status:	Exempt
Department:	Adult In-Home Crisis Stabilization		
Reports to:	Program Director	Date:	May 2018

Job Summary

The primary role of Program Supervisor is to maintain the internal operations of the Adult In-Home Crisis Stabilization (AIHCS) program at the Child Abuse Prevention Center (Prevention Center).

Goals

1. Ensure AIHCS fulfills all County of Orange Health Care Agency (HCA) contractual goals and requirements.
2. Increase and expand program awareness, reputation of integrity within the community, and use of services.
3. Nurture and develop team, fostering stability and individual growth.

Essential Duties and Responsibilities

- Facilitate case reviews and staff training.
- Assign cases and maintain database of clients.
- Assist in the development of new projects.
- Maintain and monitor existing prevention programs.
- On call supervisor to support crisis team.
- Directly share responsibility for the supervision of Clinician, Case Managers, and Mentor.
- Conduct weekly individual supervision sessions with assigned clinical staff.
- Provide weekly group supervision to Case Managers.
- Assist with facilitating weekly clinical group supervision.
- Interface with billing staff to maintain quality and consistency of documentation.
- Review assessments and other clinical documentation to assure clinical standards of the Prevention Center, HCA, and Medi-cal.
- Strong communication skills to present ideas, information, and viewpoints, both verbally and in writing.
- Monitors and measures client progress against treatment plans and stated goals as it applies to mental health documentation.
- Current knowledge to coordinate treatment planning and case management for assigned clients.
- Assist Program Director in personal management, including hiring and termination.
- Assist Program Director in coordination of new and ongoing employee training to enhance clinical skills and knowledge.
- Assist Program Director in writing employee evaluations and conducting annual performance reviews.
- Support goal setting and attainment of Prevention Center and AIHCS objectives.
- On call supervisor to provide clinical support and consultation to AIHCS clinical staff.

Supervisory Relationship

Supervised by the Program Director

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**The Child Abuse Prevention Center
Job Description**

Job Title: Program Supervisor
Department: Adult In-Home Crisis Stabilization
Reports to: Program Director

Status: Exempt
Date: May 2018

Position Qualifications

- Ph.D., Psy.D., or Master's degree in Social Work, Sociology, Psychology or related field
- Current licensure in California as an LCSW or LMFT or Psychologist
- Valid California Driver's License
- Live Scan fingerprinting required
- Experience with families and children is preferred

Working Conditions

- Working environment is indoor, reasonably clean, well lighted and ventilated
- Generally little or no probability of injury or health impairments
- Requires little or no physical effort involving intermittent standing, sitting or walking while performing duties, occasional lifting up to 10 lbs

Amount of time spent on the following physical activities

Physical Demand	Amount of Time			
	None	Up to 1/3	Up to 2/3	2/3 Plus
Stand				
Walk				
Sit				
Use Hands				
Reach with hand or arms				
Climb or balance				
Stoop, kneel, crouch or crawl				
Talk or Hear				

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Employee Signature

Date

Supervisor's Signature

Date

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**The Child Abuse Prevention Center
Job Description**

Job Title: Billing Oversight Manager
Department: Adult In-Home Crisis Stabilization
Reports to: Program Director

Status: Non-Exempt
Date: October 2018

Job Summary

The primary responsibility of the Billing Oversight Manager is to coordinate and document internal regulatory processes, such as billing, documentation quality and internal and external reports for the Adult In-Home Crisis Stabilization (AIHCS) program of the Child Abuse Prevention Center (Prevention Center).

Goals

1. Coordinate efforts associated with the preparation of regulatory documents or submissions
2. Maintain current knowledge base of existing and emerging regulations, standards, or guidance documents
3. Knowledge of County of Orange Health Care Agency (HCA) contracts procedures and County Stats
4. Effective billing of Medi-Cal documentation utilizing the HCA Integrated Records Information Systems (IRIS)

Essential Duties and Responsibilities

- Knowledge of and experience utilizing IRIS for billing insurance companies and clients for services rendered of non-Medi-Cal clients
- Inform Program Director of any observed issues identified during audits related to billing
- Provide guidance as needed to staff to address the required corrective or preventive measures related to billing
- Understand, interpret and apply complex procedures, regulations and directions in order to process billing
- Provide quality assurance support for Medi-Cal documentation and timelines as needed
- Assist in monitoring program expenses and supplies, as well as general office duties as assigned
- Classify and index records for easy retrieval and review
- Other duties as assigned by the Program Director

Supervisory Relationship

Supervised by the Program Director

Position Qualifications

- Minimum high school diploma or GED, Bachelor's Degree preferred
- Two years of supervisory experience
- Two years of billing experience with HCA IRIS System or similar medical billing system
- Thorough knowledge of office practices and procedures, including filing methods, systems, and the operation of office equipment
- Two years of experience in applying quality assurance practices to Medi-Cal documentation and timelines

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**The Child Abuse Prevention Center
Job Description**

Job Title: Billing Oversight Manager
Department: Adult In-Home Crisis Stabilization
Reports to: Program Director

Status: Non-Exempt

Date: October 2018

- Advanced computer skills especially in Microsoft Office, including Excel, Word, and Access
- Valid California Driver's License
- Live scan fingerprinting required

Working Conditions

- Working environment is indoor, reasonably clean, well-lighted and ventilated
- Generally little or no probability of injury or health impairments
- Requires little or no physical effort involving intermittent standing, sitting or walking while performing duties, occasional lifting up to 10 lbs.

Amount of time spent on the following physical activities

Amount of Time	None	Up to 1/3	Up to 2/3	2/3 Plus
Stand	●	●		
Walk	●		●	
Sit	●			●
Use of Hands	●			●
Reach with hand or arms	●		●	
Climb or balance	●	●		
Stoop, kneel, crouch or crawl	●	●		
Talk or Hear	●			●

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Employee's Signature

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Supervisor's Signature

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The Child Abuse Prevention Center Job Description

Job Title: Quality Assurance Coordinator
Department: Adult In-Home Crisis Stabilization
Reports to: Program Director

Status: Non-Exempt

Date: October 2018

Job Summary

The primary responsibility of Quality Assurance Coordinator is to Coordinate and document internal regulatory processes, such as internal audits, inspections, license renewals, or registrations for the Adult In-Home Crisis Stabilization (AIHCS) program of the Child Abuse Prevention Center (Prevention Center).

Goals

1. Coordinate efforts associated with the preparation of regulatory documents or submissions and completing of agency and county stats.
2. Maintain current knowledge base of existing and emerging regulations, standards, or guidance documents
3. Knowledge of HCA contracts procedures
4. Support of billing of Exym, Medi-Cal documentation utilizing the HCA Integrated Records Information Systems (IRIS)

Essential Duties and Responsibilities

- Serving as a Medi-Cal quality assurance technical reviewer for AIHCS
- Existing knowledge and utilization of Prevention's Center's EHR
- Conduct training on quality assurance processes and regulatory and other topics
- Inform Program Director and Supervisor of any observed issues identified during audits
- Provide guidance as needed to staff to address the required corrective or preventive measures
- Maintain client records in both hardcopy file and electronic database format
- Provide technical reviews of documentation, run reports, and review statistics
- Understand, interpret and apply complex procedures, regulations and directions in order to process or verify the accuracy of information and documents
- Maintain database to ensure all staff are compliant with needed Medi-Cal trainings and BBS registrations
- Quality assurance experience with Medi-Cal documentation and timelines
- Serve as a Med-Cal billing support with existing knowledge and utilization of IRIS
- Maintain various client service tracking systems to monitor status of services being provided
- Copy, sort, fax, collate, and retrieve documents
- Other duties as assigned by the Program Director

Supervisory Relationship

Supervised by the Program Director

Position Qualifications

- Previous data entry experience and Medi-Cal billing with IRIS for a minimum of two years
- Experience with Medi-Cal billing and documentation processing for a minimum of two years
- Thorough knowledge of office practices and procedures, including filing methods, systems and the operation of office equipment

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**The Child Abuse Prevention Center
Job Description**

Job Title: Quality Assurance Coordinator
Department: Adult In-Home Crisis Stabilization
Reports to: Program Director

Status: Non-Exempt
Date: October 2018

- Two years of experience in applying quality assurance practices to Medi-Cal documentation and timeliness

Working Conditions

- Working environment is indoor, reasonably clean, well-lighted and ventilated
- Generally little or no probability of injury or health impairments
- Requires little or no physical effort involving intermittent standing, sitting or walking while performing duties, occasional lifting up to 10 lbs.

Amount of time spent on the following physical activities

Physical Demand	Amount of Time			
	None	Up to 1/3	Up to 2/3	2/3 Plus
Stand	●	●		
Walk	●	●		
Sit	●		●	
Use Hands	●		●	
Reach with hand or arms	●			●
Climb or balance	●	●		
Stoop, kneel, crouch or crawl	●		●	
Talk or Hear	●			●

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Supervisor's Signature

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**The Child Abuse Prevention Center
Job Description**

Job Title:	Peer Mentor	Status:	Non-Exempt
Department:	Adult In-Home Crisis Stabilization		
Reports to:	Program Director	Date:	May 2018

Job Summary:

The primary responsibility of the *Peer Mentor* is to engage in a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet the comprehensive health needs of individuals in the *Adult In-Home Crisis Stabilization*(AIHCS) program of the Child Abuse Prevention Center (Prevention Center) through communication and available resources.

A Peer Mentor has been a recipient of behavioral health "lived experience" (personal experience of recovery from mental health, substance use, or trauma conditions who receive specialized training and supervision to guide and support others who are experiencing similar mental health, substance use or trauma issues toward increased wellness). He or she may offer ideas or wisdom gained through his or her personal experiences to inspire hope, support personal responsibility, promote understanding, offer education, and promote self-advocacy and self-determination. Peer Mentors provide highly individualized services in the community and promote client self-determination and decision-making. Peer Mentors have the ability to build trust and relationships with individuals in the program.

Goals:

- Be part of a field-based team that supports the crisis team throughout the community.
- Meet productivity level as defined by Prevention Center and AIHCS management.
- Complete documentation as required by Program Director and/or Program Supervisor in a timely manner and meets the standards of the County of Orange Health Care Agency (HCA), HIPAA, Medi-Cal and other funding sources.

Essential Duties and Responsibilities:

- Provide crisis intervention and critical safety management services primarily in the home/field to accommodate the client's schedule.
- Provide support to the client to help them cope with stressors related to serious emotional disturbance.
- Identify resources of interest and empower the client, as well as identify and address barriers to utilizing resources.
- Consult, confer and coordinate with referring and other community agencies and resources to advocate for the mental health needs of the adult/family.
- Provide rehabilitation services as need to improve, maintain and restore functioning including, but not limited to, social skills, impulse control, coping skills and communication.
- Provide education as needed including, but not limited to, safety planning, setting limits, behavioral contracts and communication.
- Assisting the adult/family in identifying their natural supports, and in the absence of natural supports, investigate surrogate supports.

**The Child Abuse Prevention Center
Job Description**

Job Title: Peer Mentor	Status: Non-Exempt
Department: Adult In-Home Crisis Stabilization	
Reports to: Program Director	Date: May 2018

- Assist the client in identifying their own strengths and the strengths of their support system.
- Document all services provided for HCA contract compliance

Supervisor Relationship

Supervised by the Program Director and/or Program Supervisor

Position Qualifications:

- High school diploma or GED and 3 years of experience working with adults with behavioral health concerns OR Bachelor's degree in Social Work, Psychology, Sociology or related field, and demonstrated skills in working with adults in behavioral health.
- Consumer of Behavioral Health Services defined as persons with a history of being direct consumers of behavioral health service or individuals with lived experience (i.e. living with a relative, significant other who is a consumer of behavioral health services)
- Experience working with adults in the behavioral health field is required
- Access to reliable transportation
- Live Scan fingerprinting required
- Bilingual Spanish desirable

Working Conditions:

- Working environment is indoor, reasonably clean, well-lighted and ventilated
- Generally little or no probability of injury or health impairments
- Requires little or no physical effort involving intermittent standing, sitting or walking while performing duties, occasional lifting up to 10 lbs.

Amount of time spent on the following physical activities:

Physical Demand	Amount of Time		
	None	Up to 1/3	Up to 2/3 2/3 Plus
Stand			
Walk			
Sit			
Use Hands			
Reach with hand or arms			
Climb or balance			
Stoop, kneel, crouch or crawl			
Talk or Hear			

ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION

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**The Child Abuse Prevention Center
Job Description**

Job Title:	Peer Mentor	Status:	Non-Exempt
Department:	Adult In-Home Crisis Stabilization		
Reports to:	Program Director	Date:	May 2018

Employee Signature

Date

Supervisor Signature

Date

The Child Abuse Prevention Center Job Description

Job Title: Crisis Clinician – Per Diem	Status: Non-Exempt
Department: Adult In-Home Crisis Stabilization	
Reports to: Program Director and Program Supervisor	Date: August 2018

Job Summary

The per diem Crisis Clinician serves as a liaison between adults/families and systems, and provides on a 24/7 basis, intake and assessment services to individuals experiencing an urgent mental health situation depending on the needs and expectations of each adult and family in the Adult In-Home Crisis Stabilization (AIHCS) program of the Child Abuse Prevention Center (Prevention Center). **Position is on-call per diem weekends on an intermittent basis as needed between the hours of 5:00 pm Friday through 8:00 am Monday.**

Goals

1. Be part of a field based crisis team that responds to crisis line calls 24/7 throughout the community.
2. Complete documentation as required by the Program Director and/or Program Supervisor in a timely manner and meets the standards of County of Orange Health Care Agency (HCA), HIPPA, Medi-Cal and other funding sources.

Essential Duties and Responsibilities

- Provide 24/7 crisis intervention and critical safety management services in the home or Crisis Stabilization Unit facility to best accommodate the adult and family's schedule.
- Conduct a thorough clinical assessment including chief complaint, history, mental status, needs of family, disposition, and focused on the crisis and safety concerns.
- Participate as a member of multi-disciplinary team in treatment plan reviews of adults as needed.
- Consult, confer and coordinate with referring and other community agencies and resources to advocate for the mental health needs of the adult/family.
- Document all services provided for HCA contract compliance, as well as financial, statistical and other reporting purposes.

Supervisory Relationship

Supervised by the Program Director and Program Supervisor

Position Qualifications

- Master's degree in Social Work, Marriage and Family Therapy or related field
- Two years' experience preferred
- Valid California driver's license
- Live Scan fingerprinting required
- Experience with families and adults is highly preferred
- Bilingual Spanish desirable
- Registration with California BBS required

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**The Child Abuse Prevention Center
Job Description**

Job Title: Crisis Clinician – Per Diem
Department: Adult In-Home Crisis Stabilization
Reports to: Program Director and Program Supervisor

Status: Non-Exempt
Date: August 2018

Working Conditions

- Working environment is indoor, reasonably clean, well-lighted and ventilated
- Generally little or no probability of injury or health impairments
- Requires little or no physical effort involving intermittent standing, sitting or walking while performing duties, occasional lifting up to 10 lbs

Amount of time spent on the following physical activities

Physical Demand	Amount of Time			
	None	Up to 1/3	Up to 2/3	2/3 Plus
Stand				
Walk				
Sit				
Use Hands				
Reach with hand or arms				
Climb or balance				
Stoop, kneel, crouch or crawl				
Talk or Hear				

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Supervisor's Signature

Date

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**OC Child Abuse Prevention Center
Job Description**

Job Title: Chief Program Officer

Status: Exempt

Department: Programs and Operations

Reports to: Executive Director

Date: April 2019

Job Summary:

The Chief Program Officer is a leader in supporting a high performing and inclusive work culture, researching and modeling best practices across all areas of people management. To ensure a rewarding and inspiring mission-driven work environment including the supervision of Department Heads, and will lead the programs regarding best practices so that staff feels well-supported and useful in their roles. The Chief Program Officer reports to the Executive Director and serves a unique purpose to inform strategic planning and organizational development including activities for appropriate program design and innovation. The Chief Program Officer directs the day-to-day operations of all county, state and federal grant awards and programs and ensures the consistent achievement of programmatic goals and objectives.

Goals:

1. Oversee three major contract funding areas: County/local, state and federal service programs.
2. Manage daily program operations, develop program policy/procedures, conduct program assessment and evaluation, contract administration, and participate in strategic planning.
3. Work collaboratively with the Executive Director and Contracts Manager to identify avenues of economic support for programs/projects.
4. Conduct analysis and outreach efforts to enable program best practices. Create and execute candidate outreach strategies to recruit high potential individuals to develop collaterals, facilitate webinars and other similar activities.
5. Encourage and solidify healthy, strategic relationships that bring the resources required to serve our community.

Essential Duties and Responsibilities:

A. Program Oversight and Management

- Assist in developing and implementing plans and goals for all contract programs.
- Work with the Executive Director to coordinate program operations.
- Ensure compliance with regulations and internal and contractual policies.
- Monitor attainment of contractual goals and objectives.
- Undertake staffing responsibilities (hiring, training, evaluating etc.).
- Ensure data tracking and evaluation is ongoing and effective.
- Assist in budgeting and monitoring expenses of all contract funded programs.
- Maintain scheduling of events and represent the company when needed.
- Create reports and submit them to the executive director or other departments as necessary.
- Fulfill duties as assigned by the Executive Director.

B. Staff Support

1. Maintain a climate that attracts, keeps, and motivates a diverse staff of top quality people.
2. Take responsibility for recruitment, employment, and release of all contract program personnel, both paid staff and volunteers.

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**OC Child Abuse Prevention Center
Job Description**

Job Title: Chief Program Officer
Department: Programs and Operations
Reports to: Executive Director

Status: Exempt

Date: April 2019

3. Ensure that appropriate job descriptions are developed, that regular performance evaluations are held, and that sound human resource practices are in place.

C. Budget and Finance

1. Develop and Maintain sound relationship management and financial practices.
2. Work with the Executive Director, Chief Development Officer, and Controller in preparing a program budgets, and see that the organization operates within budget guidelines.
3. Work as a part of management team to develop a sense of team within organization.

Position Qualifications:

- In a leadership role in the service industry, either at a non-profit or another related organization, directly managing staff successfully
- Proven experience as an associate director or assistant vice president of operations or other similar position.
- Experience in performance and operations management.
- Knowledge of relevant regulations and quality standards.
- Proficient in MS Office, relational databases and software (e.g. EXYM).
- Outstanding communication and public speaking skills.
- Excellent organizational and leadership skills.
- Aptitude in problem-solving.
- MBA Degree or related MS Degree in other related field.

Working Conditions:

- Working environment is indoor, reasonably clean, well-lighted and ventilated
- Requires little or no physical effort involving intermittent standing, sitting or walking while performing duties, occasional lifting up to 10 lbs.

Amount of time spent on the following physical activities:

Physical Demand	Amount of Time			
	None	Up to 1/3	Up to 2/3	2/3 Plus
Stand	●	●		
Walk	●	●		
Sit	●		●	
Use Hands	●		●	
Reach with hand or arms	●			●
Climb or balance	●	●		
Stoop, kneel, crouch or crawl	●		●	
Talk or Hear	●			●

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**OC Child Abuse Prevention Center
Job Description**

Job Title: Chief Program Officer

Status: Exempt

Department: Programs and Operations

Reports to: Executive Director

Date: April 2019

ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION

I, _____ (Staff Member's Printed Name) have received a copy of the Job Description and have read and understand its contents.

Employee's Signature

Date

Supervisor's Signature

Date

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**The Child Abuse Prevention Center
Job Description**

Job Title:	Evaluation and Data Analyst	Status:	Non-Exempt
Department:	Program Development and Evaluation		
Reports to:	Chief Program Officer	Date:	August 2019

Job Summary:

The Evaluation and Data Analyst (Data and Systems Coordinator) assists with the management of data collection, entry, tracking, quality assurance, and analysis; Support the maintenance of the agency's client management systems (e.g. Exym); Serve as backup for EHR support as needed; and support Chief Program Officer.

Goals:

1. To assist in ensuring Child Abuse Prevention Center (CAPC) programs achieve qualitative and quantitative results in support of the organization's mission and meet the desired objectives of the funder.
2. To provide adequate support to CAPC programs in the areas of data management, system development and support, quality assurance, evaluation activities, and training.
3. To support the development of new CAPC programs and improvement of existing programs.

Essential Duties and Responsibilities:

- Ensuring client files and cases are managed in accordance with program best practices and program contract requirements
- Measuring and reporting the health and results of Prevention program services
- Assist in the compilation, reporting, and quality assurance of monthly and semi-annual statistics for Prevention Center programs for internal management and external funders
- Support site administration of the agency's Exym, OQ Analyst, and Master Stats
- Assist in the maintenance of and troubleshooting client database to ensure minimum down-time and prioritize and resolve database problems in a timely fashion.
- Assist with programmatic audits for internal management and quality assurance, as well as in preparation for external audits and site reviews by funders

Position Qualifications:

- Bachelor's Degree in Business, Information Technology/Systems, or other related field required; Master's preferred
- Minimum two years' experience related to database administration, preferably in a non-profit setting
- Proficiency in Excel required
- SQL experience strongly preferred
- Excellent people, organizational, and oral and written communication skills
- Excellent initiative and ability to engage others and work as a team
- Knowledgeable about the mental health system of care

Working Conditions:

- Working environment is indoor, reasonably clean, well-lighted, and ventilated
- Generally little or no probability of injury or health impairments

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**The Child Abuse Prevention Center
Job Description**

Job Title: Evaluation and Data Analyst

Status: Non-Exempt

Department: Program Development and Evaluation

Reports to: Chief Program Officer

Date: August 2019

- Requires little or no physical effort involving intermittent standing, sitting or walking while performing duties, occasional lifting up to 10 lbs.

Amount of time spent on the following physical activities:

Physical Demand	Amount of Time			
	None	Up to 1/3	Up to 2/3	2/3 Plus
Stand				
Walk				
Sit				
Use Hands				
Reach with hand or arms				
Climb or balance				
Stoop, kneel, crouch or crawl				
Talk or Hear				

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Employee's Signature

Date

Supervisor's Signature

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**The Child Abuse Prevention Center
Job Description**

Job Title:	Licensed Clinician	Status:	Exempt
Department:	Adult In-Home Crisis Stabilization		
Reports to:	Program Director and Program Supervisor	Date:	April 2019

Job Summary

The Licensed Clinician serves as a liaison between adults/families and systems, and provides a wide range of services depending on the needs and expectations of each adult in the Adult In-Home Crisis Stabilization (AIHCS) program of the Child Abuse Prevention Center (Prevention Center).

Goals

1. Be part of a field based crisis team that responds to crisis line calls 24/7 throughout the community as part of an on call rotation schedule.
2. Meet productivity levels as defined by Prevention Center and CIHCS management.
3. Complete documentation as required by Program Director and Program Supervisor in a timely manner and meet the standards of the County of Orange Health Care Agency (HCA), HIPPA, Medi-cal and other funding sources.
4. Assist in clinical supervision of staff and documentation review as assigned by the Program Director and Program Supervisor.

Essential Duties and Responsibilities

- Provide 24/7 crisis intervention and critical safety management services as part of an on call rotation schedule primarily in the home to accommodate the individual/family's schedule.
- Assess client safety, write 5150 hold (to involuntarily confine a person suspected to have a mental disorder that makes them a danger to themselves, a danger to others, and/or gravely disabled).
- Conduct a thorough clinical assessment including chief complaint, history, mental status, needs of family, disposition, and focused on the crisis and safety concerns.
- Develop and implement a Client Care Plan in order to provide strength-based treatment focused on safety, coping skills, problem solving, social support and communication.
- Monitor participation and progress in organized treatment programs to assure the planned provision of service according to the individual Client Care Plan.
- Participate as a member of multi-disciplinary team in all treatment plan reviews.
- Consult, confer and coordinate with referring and other community agencies and resources to advocate for the mental health needs of the adult/family.
- Document all services provided for HCA contract compliance, as well as financial, statistical and other reporting purposes.
- Maintain contact with clients who are placed in hospital/respite/residential care and participate in discharge planning and necessary collateral contacts.
- Conduct weekly individual supervision sessions with assigned clinical staff.
- Review clinical documentation of assigned staff to ensure standards of Prevention Center, HCA, and Medi-cal.
- Write employee evaluations and conducted annual performance reviews with coordination of Program Director and Program Supervisor.

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**The Child Abuse Prevention Center
Job Description**

Job Title: Licensed Clinician	Status: Exempt
Department: Adult In-Home Crisis Stabilization	
Reports to: Program Director and Program Supervisor	Date: April 2019

Supervisory Relationship

Supervised by the Program Director and Program Supervisor

Position Qualifications

- California licensure as an LCSW or LMFT
- Master's Degree in Social work, Marriage and Family Therapy or related field
- Active BBS license registration
- Two years of supervision experience and completion of necessary 15 hours of supervision education courses preferred
- Two years adult mental health experience required.
- Experience with Medi-Cal documentation
- Valid California driver's license
- Live Scan fingerprinting required
- Experience working with clients in crisis
- Bilingual in Spanish or Vietnamese desirable

Working Conditions

- Working environment is indoor, reasonably clean, well-lighted and ventilated
- Generally little or no probability of injury or health impairments
- Requires little or no physical effort involving intermittent standing, sitting or walking while performing duties, occasional lifting up to 10 lbs.

Amount of time spent on the following physical activities:

Physical Demand	Amount of Time			
	None	Up to 1/3	Up to 2/3	2/3 Plus
Stand				
Walk				
Sit				
Use Hands				
Reach with hand or arms				
Climb or balance				
Stoop, kneel, crouch or crawl				
Talk or Hear				

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Employee's Signature

Date

Supervisor's Signature

Date

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**The Child Abuse Prevention Center
Job Description**

Job Title:	Case Manager	Status:	Non-Exempt
Department:	Adult In-Home Crisis Stabilization		
Reports to:	Program Director and Program Supervisor	Date:	May 2019

Job Summary

The primary responsibility of the Case Manager is to engage in a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet the comprehensive health needs of adult clients and families in the Adult In-Home Crisis Stabilization (AIHCS) program of the Child Abuse Prevention Center (Prevention Center) through communication and available resources.

Goals

1. Be part of a field-based crisis team.
2. Meet productivity level as defined by Prevention Center and AIHCS management.
3. Complete documentation as required by Program Director and/or Program Supervisor in a timely manner and meets the standards of the County of Orange Health Care Agency (HCA), HIPPA, Medi-Cal and other funding sources.

Essential Duties and Responsibilities

- Provide crisis intervention and critical safety management services primarily in the home to accommodate the adult and family's schedule.
- Provide support to the individual adult and family to help them cope with stressors related to serious emotional disturbance.
- Conduct an assessment of resource needs of the adult and family, prioritize needs, and reinforce benefits of using resources.
- Identify resources of interest and empower the adult and family, as well as identify and address barriers to utilizing resources.
- Consult, confer and coordinate with referring and other community agencies and resources to advocate for the mental health needs of the adult/family.
- Provide rehabilitation services as needed to improve, maintain and restore functioning including, but not limited to, social skills, impulse control, coping skills and communication.
- Assisting the adult/family in identifying their natural supports, and in the absence of natural supports, investigate surrogate supports.
- Assist the family in identifying their adult's strengths and the strengths of the family.
- Maintain contact with adults placed in hospital/respite/residential care and participate in discharge planning and necessary collateral contacts.
- Document all services provided for HCA contract compliance, as well as financial, statistical and other reporting purposes.

Supervisory Relationship

Supervised by the Program Director and Program Supervisor

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**The Child Abuse Prevention Center
Job Description**

Job Title: Case Manager **Status:** Non-Exempt
Department: Adult In-Home Crisis Stabilization
Reports to: Program Director and Program Supervisor **Date:** May 2019

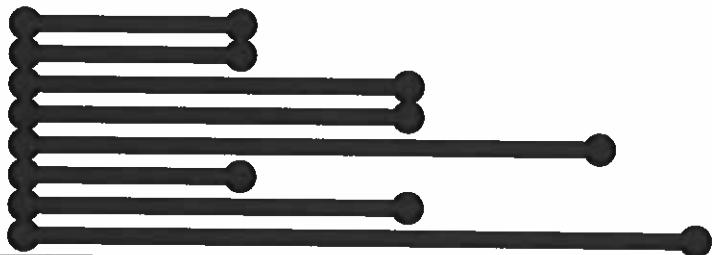
Position Qualifications

- High school diploma or GED and 5 years of experience working with adults with mental health concerns OR Bachelor's degree in Social Work, Psychology, Sociology or related field, and demonstrated skills in working with adults and families.
- Valid California Driver's License.
- Live Scan fingerprinting required
- Experience with families and adults is highly preferred
- Bilingual Spanish desirable

Working Conditions

- Working environment is indoor, reasonably clean, well-lighted and ventilated
- Generally little or no probability of injury or health impairments
- Requires little or no physical effort involving intermittent standing, sitting or walking while performing duties, occasional lifting up to 10 lbs.

Amount of time spent on the following physical activities

Physical Demand	Amount of Time		
	None Up to 1/3	Up to 2/3	2/3 Plus
Stand			
Walk			
Sit			
Use Hands			
Reach with hand or arms			
Climb or balance			
Stoop, kneel, crouch or crawl			
Talk or Hear			

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PROGRAM NARRATIVE/GOALS

The Adult In-Home Crisis Stabilization (AIHCS) Program provides intensive, in-home crisis stabilization services to persons who are in behavioral health crises and may be at imminent risk of psychiatric hospitalization or out-of-home placement, but are capable of avoiding such outcomes if provided necessary and appropriate support. The program provides services 24 hours a day, 7 days a week, and 365 days a year. Services are adapted to accommodate individual needs during after-work hours on weekdays and on weekends. All services will be mobile and provided in the home whenever possible, and/or in any confidential setting where the individual or family feels comfortable.

Services are adapted to accommodate client's needs. Each client is assigned a team consisting of a Clinician, Peer Mentor and a Case manager. Services include but are not limited to crisis intervention, assessment, individual and family therapy, case management, collateral services, referral and linkage, and Peer Mentor support. The primary goal of the program is to stabilize and link individuals to longer term services and avoid hospitalization or re-hospitalization

AIHCS follows a three-phase treatment model:

Phase I:

- Clinician: Intake, Assessment, Client Service Plan, and Safety Planning
- Case Manager: Linkages and Resources.

Phase II:

- Clinician: Coping Skills, Social Support, Communication, and Psycho-education. Secondary interventions include Affect Identification and Modulation, Cognitive restructuring, and Problem Solving.
- Case Manager: Targeted Case Management, Individual and Collateral Services.
- Peer Mentor: Assisting with linkage, sharing story of hope and recovery

Phase III:

- Clinician: Long-term resolution and treatment.
- Case Manager: Targeted Case Management, Collateral Services.

Services are provided to Orange County residents, who are experiencing a behavioral health crisis, are at risk of hospitalization and/or out of home placement and are ages 18 and older.

Program Success is measured on maintaining an average response time of two hours or less, discharge at least ninety percent of clients served to a lower level of care, link at least 90% of Clients served to outpatient services at discharge, maintain an average treatment Episode of Care (EOC) of twenty-one (21) days or less, ensure at least ninety-five percent (95%) of Client do not require inpatient hospitalization within forth-eight (48) hours of discharge, maintain an overall satisfaction score from satisfaction surveys of at least four (4) out of five (5) with five being the most satisfied. The results of the surveys are discussed with all staff members in the program and develop plans to address areas of concern.

STAFFING PATTERNS

Title	Staff Name	FTE	Expected DSH
DIRECT ADMINISTRATION			
Compliance Officer	Emma Popiolkowski	.12	0
SUBTOTAL DIRECT ADMIN		.12	0
DIRECT NON-DSH PROGRAM			
Chief Program Officer	Bill Tornquist	.23	0
Evaluation & Data Analyst	Kevin Rhodes	.16	0
EHR Support Specialist	Ann Vu	.16	0
Program Director	Soua Moua	1.0	0
Program Supervisor	Jamie Harmon	1.0	0
Program Supervisor	Shelly Lawson	.50	0
Billing Oversight Manager	Gabriela Acevedo	1.0	0
Peer Mentor	Sarah Lim	1.0	0
Peer Mentor	VACANCY	.75	0
QA Coordinator	Teresa Munoz	1.0	0
On Call	Various	N/A	0
SUBTOTAL DIRECT NON-DSH		6.8	0
DIRECT DSH PROGRAM			
Licensed Clinician	Lisa Thompson	1.0	100
Licensed Clinician	Kristen Jensen	1.0	100
Licensed Clinician	VACANCY	1.0	100
Clinician	Leanne Halbert	1.0	100
Clinician	Kimberly De La Vega	1.0	100
Clinician	Alexa Smith	1.0	100
Clinician	Jennifer Beers	1.0	100
Clinician	VACANCY	1.0	100
Clinician	VACANCY	1.0	100
Case Manager	Rafael Barrios	1.0	100
Case Manager	Tanisha Jones	1.0	100
Case Manager	Stacy Grey Woodin	1.0	100
Case Manager	Isabel Lopez	1.0	100
Case Manager	VACANCY	1.0	100
SUBTOTAL DIRECT DSH		14.0	1,400
PROGRAM TOTAL		20.92	1,400

All direct service staff in the program with expected DSH productivity levels have an FTE of 1.0. The expected DSH productivity is 100 hours monthly per position for a total of 1,400 DSH monthly – 16,800 annually. These positions include Licensed Clinician, Clinician, and Case Manager.

Direct service staff without specific DSH productivity expectations include Peer Mentors (1.75 FTE) and the on-call per diem crisis clinician. Note: The table above accurately reflects the on-call (per diem) as 0 FTE. In the Renewal packet spreadsheet, the system requires a number to calculate. 1.0 FTE was added for calculation purposes only, as has been the practice on the initial contract document.

Management and Administrative staff including the Program Director, Program Supervisors, Billing Manager, and Quality Assurance Coordinator do not have an expected monthly productivity requirement per contract.

DSH, Units of Service, Outcomes

DSH/UOS

The program will provide a minimum of one hundred (100) DSH per month per billable FTE, fourteen hundred (1,400) DSH per year per billable FTE (excluding Peer Mentor). This includes mental health, case management, crisis intervention, and other support services inclusive of both billable and no-billable services.

The program consists of 14.0 FTE of Direct DSH Program Staff. This calculates out to 1,400 DSH per month for the program, totaling 16,800 DSH annually. The program requirement per contractual agreement is 19% billable services (DSH) through Medi-Cal and 81% non-billable, funded through MHSA. This breaks down to 3,192 billable and 13,608 non-billable DSH annually. The current ratio of billable to non-billable DSH averages approximately 36%, exceeding the minimum contracted amount. This figure is estimated based on the percentage of billable vs. non-billable services for the first quarter of the current fiscal year. The total DSH hours are presently significantly below target; this is attributed to continued growth of a new program and ongoing review of referral sources. A recent increase in referrals from all of CAT will increase overall census numbers and this trend has already been seen. New admissions to the program have increased each of the first four months of the current fiscal year. There has been a 40% increase in monthly admissions since the beginning of the current fiscal year.

The program will provide In-Home Crisis Stabilization Services to a minimum of four hundred and fifty (450) Clients during the fiscal year. Services include: crisis intervention, individual and family therapy, and case management hours to eligible clients.

SOQ

The program continues to use the SOQ for tracking of client outcomes. One of the challenges with this tool is that it is designed to be completed during intervals of treatment with a minimum period of one week between administrations. With the program averaging 3 weeks in length, in an ideal situation, the SOQ would be administered three times per client. Due to scheduling and client availability, it is not often possible to complete three separate administrations of the SOQ during a course of treatment. Additionally, the SOQ is 45 questions in length and as such, takes a great deal of time to complete. We administer this electronically using iPads and computers which makes it less taxing, yet the overall length tends to take significant time during the session. We have received mixed feedback from clients regarding this tool. Most complain that it is administered too frequently and that it is repetitive of questions addressed as part of the intake assessment process. Another limitation is that the electronic version of the SOQ is presently only available in English and requires significant time to translate when administering. The paper version alternative of the questionnaire, regardless of the language, is overwhelming due to formatting with all 45 questions compressed on one page, small font, and easy to mix up lines of answers to questions. Some clients may be showing a social desirability bias by selecting scores to show improvement, even when the clinician evaluation is otherwise.

During the last fiscal year, the SOQ results showed that 39% of participants reported being "reliably improved" or "healthy" after the completion of treatment. This number does not match client feedback on the satisfaction surveys which report a higher level of successful improvement. Some positive feedback from both clients and clinicians alike is that the results provide talking points for clients to understand some areas of concern and also to see progress made during treatment.

RESPONSE TIME

We have attained our goal of maintaining an average response time of 2 hours or less for individuals referred for services. During the first four months of the current fiscal year, the average response time has been under 45 minutes.

LENGTH OF STAY

The average length of stay in the current fiscal year is 19.5 days, meeting the goal of 21 days or less.

DISCHARGE TO LOWER LEVEL

97% of clients were discharged to lower level of care since the program inception.

LINKAGE

We have identified a challenge in regards to Linkage. The goal is to provide linkage to at least 90% of clients at discharge, defined as a client keeping an outpatient appointment within five (5) business days after discharge. This has been a challenge to meet this on a few levels. Due to the fact that program is 3 weeks in length, it is difficult to ensure an appointment has actually occurred as not all providers have immediate availability. A bigger concern is that much of the population we serve tend to be transient and many are not linked because they do not complete the program. There is no reporting mechanism to separate these types of clients and as a result, it will not be possible to attain the 90% figure. Approximately 30% of clients discharged in the first 16 months of this program were not linked solely because they did not complete the program. This means that even if 100% of the people who completed the program were successfully linked, the overall percentage would only reach 77%, well below the 90% target. That percentage will also decrease when considering clients with private insurance or linkage where availability for appointments occurs after the 5-day post discharge solely due to scheduling challenges.

SATISFACTION SURVEYS

Satisfaction surveys from clients consistently report positive feedback and support for the program. The only consistent suggestions for improvement from clients would be to extend the length of services. This can be interpreted as positive, indicating that clients feel the services are beneficial and they feel support from the treatment team. The satisfaction scores far exceed the required 4 out of 5 overall average.

Client Fee Determination

The administration team checks Medi-Cal authorized clients for eligibility by going to the Medi-Cal website and running a report in order to determine if their insurance carrier is Medi-Cal. Once the client is determined to be Medi-Cal eligible, the administration team bills the services rendered in IRIS. When clients are funded through the Mental Health Service Act (MHSA), the administration team bills the clients in IRIS as "self-pay".

Client Admission Criteria

To meet criteria for the program, the client must be 18 years or older residing in Orange County, exhibiting a behavioral health crisis, and at risk for hospitalization or out of home placement due to acting out/aggressive behavior, psychosis, impaired functioning. All clients are referred directly through one of three Orange County programs:

- 1) Crisis Stabilization Unit (CSU)
- 2) Crisis Assessment Team (CAT)
- 3) Assisted Outpatient Treatment (AOT)

Services are voluntary and not based on ability to pay. Collateral services are extended to family or immediate support networks as appropriate.

Client Referral Procedures

To facilitate strong linkages to appropriate resources, our team works to gather, assess and document the most accurate and current needs of the client and family. This includes information to the Centralized Assessment Team (CAT), referring parties, and other related resources provided to the client and family. This creates a distinct profile that is captured in the Client Care Plan, the Safety Plan and the client/family Needs Assessment. With this base of information, appropriate referrals can begin as soon as the first meeting. Our resource partners are able to use this information to respond more accurately to the client and the family's needs, which result in stronger linkage.

Case Managers will ensure the client is appropriately linked to services by identifying any barriers that may prevent them from obtaining services. Case Managers will also accompany the client to their first appointment to provide support and advocacy.

B.9. Client Wait List Policy

Not applicable. This program does not have a wait list.
