

# **Service Strategies (SS)**

The **Service Strategies (SS)** identified for reporting to CSI were selected based on the MHSA process and the plans submitted by the counties. They provide the Counties with the opportunity to describe the progressive strategies reflected in their programs.

Service Strategies are intended as a <u>modifier</u> for each service provided. Choose <u>up to 3 per service</u> if appropriate

#### **Service strategies code:**

Peer and/or Family Delivered Services (M50)
Psychoeducation (M51)
Family Support (M52)
Supportive Education (M53)
Integrated Services for Mental Health and Aging (M58)
Integrated Services for Mental Health and Developmental Disability (M59)
Ethnic-Specific Service Strategy (M60)
Age-Specific Service Strategy (M61)
Unknown Service Strategy (M99)

**Service Strategies: Partnerships** 

The following "Delivered in Partnership" Service Strategies should <u>only be used</u> when the partnership is formal and included on the <u>Treatment or Client Service Plan</u>:

#### **Delivered in Partnership:**

with Law Enforcement (M54)
With Health Care (M55)
With Social Services (M56)
With Substance Abuse Services (M57)

#### Peer and/or Family Delivered Services (M50)

Services and supports provided by clients and family members who have been hired as treatment program staff, or who provide adjunct supportive or administrative services, such as training, information dissemination and referral, support groups and self-help support and empowerment. Please note that if the service/support is to be reimbursed by MediCal, client and family member staff duties and credentials must meet MediCal provider certification requirements.

Note: This may be applicable in new MHSA programs.

## Psychoeducation (M51)

Services that provide education about:

- Mental health diagnosis and assessment
- Medications
- Services and support planning
- Treatment modalities
- -. Other information related to mental health services and needs

<u>Example</u>: Care Coordinator/Clinician works with the client to understand how and when to take his medication as prescribed by the psychiatrist

#### Family Support (M52)

Services provided to a client's family member(s) in order to help support the client.

<u>Example</u>: Care Coordinator/Clinician works with the client's family to understand how and when to take the client should take his medication as prescribed by the psychiatrist

## **Supportive Education (M53)**

Services that support the client toward achieving educational goals with the ultimate aim of productive work and self-support.

<u>Example</u>: Care Coordinator/Clinician works with the client to learn techniques for managing their symptoms to enable them to attend a class that increases their job skills. This may be a frequently selected modifier for Cal WORKS.

## **Integrated Services for MH and Aging (M58)**

Integrated, interdisciplinary and/or coordinated services for mental health and issues related to aging, including co-location and/or collaboration between mental health providers and agencies/providers of services specific to the aging (e.g., health, social, community service providers, etc).

**Example**: Services provided at the AMHS SHOPP location, a program that works in partnership with Public Health

#### Integrated Services for MH & Developmental Disability (M59)

Integrated, interdisciplinary and/or coordinated mental health services and services for developmental disabilities, including co-location and/or collaboration between mental health providers and agencies/providers of services specific to developmental disabilities.

<u>Example</u>: A client is diagnosed with Autism and a Mental Illness. The Care Coordinator / Clinician works with Regional Center on an ongoing basis to ensure the client has access to services to meet all of the client's needs.

#### Ethnic-specific Service Strategy (M60)

Culturally appropriate services that reach and are tailored to persons of diverse cultures in order to eliminate disparities. Includes ethnic-specific strategies and community cultural practices such as traditional practitioners, natural healing practices, and ceremonies recognized by communities in place of, or in addition to, mainstream services.

**Example:** Services provided in the client's primary language when it is not English

## Asian Pacific Units would be a good example.

## Age-specific Service Strategy (M61)

Age-appropriate services that reach and are tailored to specific age groups in order to eliminate disparities. Age-specific strategies should promote a wellness philosophy including the concepts of both recovery and resiliency.

**Example:** All services provided by CYS; **Some** services provided by AMHS OAS

#### Delivered in Partnership with Law Enforcement (M54) (includes courts, probation etc.)

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Peer and/or Family Delivered Services (M50)

Psychoeducation (M51) Family Support (M52)

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No known examples currently in BHS.

This may be applicable in new MHSA programs.

# Psychoeducation (M51)

Services that provide education about:

Mental health diagnosis and assessment

Medications

Services and support planning

Treatment modalities

Other information related to mental health services and needs

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This may be a frequently selected modifier for CalWORKS.

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# Delivered in Partnership with Law Enforcement (M54) (includes courts, probation etc.)

Services that are integrated, interdisciplinary and/or coordinated with law enforcement, probation or courts (e.g., mental health courts, jail diversion programs, etc.) for the purpose of providing alternatives to incarceration or detention for those with mental illness or emotional disturbance and criminal justice system involvement.

<u>Example</u>: The client has a goal on his Treatment Plan to meet the requirements of his probation and Care Coordinator/ Clinician is meeting with the client to help him gain skills to communicate more effectively with the Probation Officer.

#### **Delivered in Partnership with Health Care (M55)**

Integrated, interdisciplinary and/or coordinated physical and mental health services, including co-location and/or collaboration between mental health and primary care providers, and/or other health care sites.

<u>Example</u>: The client has a goal on her Treatment Plan to manage her diabetes more effectively and Care Coordinator/Clinician is meeting with the client to assist her to better manage her depression symptoms that often trigger overeating.

#### **Delivered in Partnership with Social Services (M56)**

Integrated, interdisciplinary and/or coordinated social services and mental health services, including co-location and/or collaboration between mental health and social services providers.

<u>Example</u>: The client has a goal on her Treatment Plan to meet the requirements the CalWORKS program to attend job interviews and the Care Coordinator is meeting with the client to help better manage her symptoms of anxiety when meeting with perspective employers.

#### Delivered in Partnership with Substance Abuse Services (M57)

Integrated, interdisciplinary and/or coordinated substance use services and mental health services, including co-location and/or collaboration between mental health providers and agencies/providers of substance use services.

<u>Example</u>: A CYS Juvenile Drug Court client is in residential treatment at Phoenix House. Drug abuse services provided by Phoenix House are referenced on the Treatment Plan.

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