

FY27 PROGRAM DESCRIPTION

HAMHDS PROGRAM: BRIEF ADULT MH OUTPATIENT SERVICES

CARF PROGRAM: OUTPATIENT TREATMENT

PHILOSOPHY OF PROGRAM

The Brief Adult Outpatient Treatment Program provides short-term mental health assessment and therapy services. Clinicians employ a variety of treatment approaches (CBT, MET, Individual-Centered Therapy, PE, EMDR, DBT/Trauma Informed and Behavioral Activation) to motivate and support individuals as they make changes in their lives to reduce symptoms and increase functioning. For individuals who require additional services and do not meet the eligibility criteria for the ARS programs, this program also offers limited brief case coordination and case management.

DESCRIPTION OF SERVICES

The Target Population for the Brief Adult Outpatient Program includes:

Adults with mental illness that can benefit from a brief, solution focused therapy.

Location of Services	Hours & Days of Operation
2010 Bremono Road Suite 210 Henrico VA 23226	Wed. & Fri. 8:30AM-5:00PM Mon., Tues., Thurs. 8:30AM-7:30PM
3908 Nine Mile Road Henrico, VA 23223	Mon. & Thurs. 8:30AM-8:00PM Tues. & Fri. 8:30AM-5:00PM Wed. 8:30AM-7:00PM
9403-A Pocahontas Trail Providence Forge, VA 23140	Mon., Wed., Fri. 8:30AM to 5:00PM Tues. & Thurs. 7:30AM to 8PM

Admission/Eligibility /Continued Stay/Exclusion Criteria for Brief Adult Outpatient:

Adults who reside in Henrico, Charles City or New Kent Counties

Individuals who have a mental health diagnosis that is causing mild to moderate impairment in functioning. Adults who meet the eligibility criteria for Serious Mental Illness and whose functioning is severely impacted by symptoms are generally served on the Adult Recovery Unit.

Individuals whose primary difficulties are not related to substance abuse.

Initial Assessments are completed through Same Day Access services. If an individual is found ineligible for Outpatient Mental Health Services, referrals will be provided as appropriate.

Brief adult services are limited to office/telehealth and not provided as community-based service. The organization does not use Artificial Intelligence (AI) in service delivery or for health data analysis and processing.

Brief Adult Outpatient Services Provided Can Include:

Assessment/Evaluation – Individual appointments for evaluation ex. Court evaluations (1-3 sessions)

Short term individual therapy for a broad range of presenting problems, generally up to 12 sessions. However, involvement in a treatment group may result in a longer treatment episode.

Psychiatric Evaluation/Medication Management – Diagnostic evaluation, evaluation of the need for psychotropic medications and time limited medication management services for those without insurance and no other resources available. There may be exceptions if services by agency psychiatric provider would prevent a hospitalization or support psychiatric stability following a hospitalization.

Crisis prevention and response to include coordination with Emergency Services.

Limited Case Coordination and Case Management

The DLA-20 assessment is conducted every 6 months to track functional status and used to identify progress and unmet needs of individuals

Groups such as Behavioral Activation and DBT skills

Evidence Based Practices Utilized:

Cognitive Behavioral Therapy

Prolonged Exposure Therapy

DBT informed Therapy

Motivation Enhancement Therapy

EMDR

Trauma Informed Therapy

Exposure Therapy

TAMAR

Behavioral Activation

Person Centered Therapy

Ideally, treatment services will be provided in person. However, when requested and appropriate, HIPPA compliant telehealth services are available. Attendance in treatment sessions is essential to recovery. If an individual has not attended services within the last 30 days, despite outreach, they may be closed to the agency.

CONTRACT SERVICES

Interpretation Services

STAFFING

Brief Adult Outpatient Services has four licensed MH clinician positions assigned to Richmond Medical Park and two MH licensed clinician positions assigned to the Nine Mile Road location. Each location has a licensed clinical supervisor. Both RMP and East Center individuals are supported by a QMHP providing brief mental health outpatient case management. This position focuses on connecting individuals with entitlements, resources related to housing, primary care and assisting with discharge planning. The Providence Forge office serves primarily individuals in the New Kent and Charles City areas. Staff include one licensed clinical supervisor and two licensed clinician positions. This office also has a QMHP providing mental health case management. This role is often of a longer-term nature as resources are limited in the New Kent and Charles City Counties and individuals often require a more intense level of case management. In all three locations, staff meetings are held monthly to address both individual and staff concerns. Individual clinical supervision is provided on an ongoing basis.

The staffing pattern varies as individuals are added to and closed from the program. Adequate staffing is maintained to ensure individuals are safe while participating in the program and to assist as needed during evacuations.

PROGRAM GOALS

To increase mental wellness by providing focused and purposeful psychotherapy to individuals.

To prevent hospitalization or more serious mental illness from developing.

To ensure effective delivery service to our individuals by actively working with other HAMHDS units, other community agencies and private providers to coordinate care.

To ensure that individuals have timely access to services.
To ensure that individuals are satisfied with the services they receive.

PROGRAM OBJECTIVES

On an annual basis the program will measure at least one objective in access, effectiveness, efficiency, customer satisfaction and stakeholder satisfaction. These measures may consider three important factors: program quality, customer value and/or financial performance. See program specific performance improvement goals and objectives.

FEES

The agency accepts most insurance for outpatient services. For consumers without insurance a sliding scale fee based on household income will be used. The program also receives state and local funding as the fees collected do not cover the cost of the services provided.

PROCEDURES FOR REFERRAL, SCREENING, ADMISSION

Individuals access services via the Same Day Access program. Individuals can walk into one of two sites and request services 5 days a week. This can occur by phone and via telehealth. The individual receives a full comprehensive needs assessment (CNA) at the time of request for service. A financial orientation to the agency and additional information is also provided. The results of the CNA will inform the assignment to a specific program area if appropriate. The individual leaves their assessment with a follow-up appointment in the specific program area. The program does not utilize a waitlist.

ORIENTATION OF INDIVIDUALS TO THE PROGRAM/SERVICE

Brief Adult Outpatient orientation occurs at the initial face to face or telehealth program session. The clinical staff review important information about the agency, unit, confidentiality, human rights and services that are relevant to individuals. This is done through handouts and/or verbal instruction.

EMERGENCY CLINICAL CONSULTATION

The Emergency Services Program serves as primary back up for emergency clinical consultation and is available 24 hours a day/7 day a week basis – 804-727-8484. Calling 988 is available for non-emergent mental health needs.

TELEHEALTH

When requested and appropriate, HIPPA compliant telehealth services are available.

MEDICATION MANAGEMENT

Brief Adult Outpatient Treatment Program does not provide medication management, medication monitoring or store medications for individuals served. Staff will inform the medical provider should they become aware of a possible side effect to medication that has been prescribed by an agency provider.

SECLUSION/RESTRAINTS/EMERGENCY HOLDS

Seclusion and restraint are prohibited and are not used in any agency programs. Brief physical holds are used only by staff trained in Therapeutic Options in an emergency.

TRANSFER/DISCHARGE PROCEDURES

Brief Adult Outpatient individuals may be transferred from the unit when it is determined that the individual's needs exceed the resources of the Program or when it is determined that the individual no

longer meets the eligibility requirements for the Program. Individuals may be transferred to other units within the agency if their clinical needs can be more effectively served through that unit.

Individuals are discharged from the Program: 1) when the treatment goals are met, 2) at the request of the individual, 3) when the individual moves out of the locality, 4) when the individual fails to participate in treatment, 5) where services are best provided through another provider and 6) when a court-ordered evaluation process is completed. Staff work with the individual to provide them with appropriate resources upon discharge as needed. A Discharge Summary is completed at the time of the discharge.