

Attachment A

**COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES
DEPARTMENT OF MENTAL HEALTH
REQUEST FOR INFORMATION
RFI 2009-8210-CBFS-01**

**COMMUNITY BASED FLEXIBLE SUPPORTS
SERVICE DESCRIPTION**

SERVICE COMPONENTS

Recovery and Wellness: In partnership with the client,

- Provide the opportunity for clients to learn and use recovery promoting interventions (e.g., WRAP, personal medicine statements, telling one's story, Photo Voice).
- Develop recovery strategies.
- Identify and access self-help options.
- Create crisis prevention/plans and relapse prevention plans.

Wellness: In partnership with the client,

- Promote wellness and support the management of medical conditions.
- Provide or arrange for medical assessments (e.g. vital signs, medication side effects)
- Have linkages to a broad spectrum of suitable resources to address acute and chronic medical issues.

Assistance with locating and maintaining stable housing: In partnership with the client,

- Assess housing preferences related to quality of life and his/her goals.
- Provide the necessary supports and rehabilitative interventions to maintain a stable living situation in the community.
- Explore housing options and provide assistance with applications and housing searches.
- Provide support to maintain relationships with landlords and other tenants, as needed.
- Reassess his/her priorities or needs on an ongoing basis to determine if changes require a change in interventions.
- Teach and inform clients about tenant rights and responsibilities, including requesting accommodations.
- Assist clients to maintain housing (pass inspections, adequate furnishings, payment of rent & utilities, etc.).

Symptom management: In partnership with the client and utilizing the principles and methods of stages of change, relapse prevention, and harm reduction,

- Identify symptoms that are interfering with his/her goals.
- Monitor his/her symptoms and response to treatment on an ongoing basis to include adjustments as needed in response to the effectiveness of interventions and his/her changing life circumstances.

- Develop interventions designed to help him/her manage his/her mental illness symptoms.
- Teach individualized symptom management techniques to alleviate and manage symptoms including clinical, rehabilitative and recovery approaches.
- Develop coping strategies to deal with internal and external stresses.
- Provide support and assistance in accessing substance abuse and other addiction disorder resources and interventions.
- Respond to changes in a client's acuity including the provision of services to avert an emotional crisis possibly leading to hospitalization.
- Provide temporary additional staff time, 24 continuous hours for a period of time in a setting where the client is living or a temporary relocation of a client to staffed housing

Medication education and management: In partnership with the client,

- Identify symptoms that medication can be helpful in alleviating and positive reasons for taking medication.
- Discuss impact of medication side effects on lifestyle.
- Provide medication education and support that focuses on helping him/her develop an understanding of the role and effects of medication in treating symptoms, the need to take medications as prescribed and potential interactions with other medications, food, etc.
- Provide assistance in taking medications as needed in accordance with the prescriber's plan.
- Reassess medication on an ongoing basis to determine if it is meeting his/her needs and alleviating symptoms.
- Reassess ability to self administer medication on an ongoing basis.

General support and education: In partnership with the client,

- Teach him/her the necessary skills and knowledge to reach successfully recovery goals and improve quality of life, including but not limited to:
 - Assistance with developing and performing activities of daily living.
 - Problem-solving related to activities of daily living to regain and utilize skills related to personal hygiene, household tasks, transportation utilization and money management.
 - Access to/use of community resources including but not limited to education, employment, social and civic involvement, religious participation.
 - Skill development to improve communication skills and facilitate interpersonal relationships.
 - Assistance with making and keeping appointments.
 - Assistance in accessing other mental health services, as well as medical and dental care.
 - Assistance with applying for and securing benefits and entitlements.
 - Assistance with developing natural support networks and social, interest and leisure activities.
 - Client and family education (e.g. mental illness, symptom management recovery, advocacy, community/other supports (NAMI, PAL, etc)).
 - Assistance in maintaining stability within the living environment.
 - Assistance with the management of client funds as governed by DMH policy and regulation, including serving as representative payee.
 - Management of contingency funds, as applicable.

- Supervision provided as necessary with an orientation to skill development and independence.
- Assistance with obtaining access to, or providing, transportation.
- Assistance with educational and employment goals.
- Assistance with self preservation skills
- Assistance with self advocacy skills to improve communication and participation in treatment/service planning discussions and meetings

Integration of Care: In partnership with the client,

- Develop and implement the person centered plan
- Coordinate care, including participation in case conferences and family consultations
- Provide active efforts to engage clients who have traditionally been difficult to engage in services