PROS Program Setup

AWARDS INSTRUCTION SHEET

Personalized Recovery Oriented Services (PROS), a program designed by the New York State Office of Mental Health, is a comprehensive recovery oriented program for individuals with severe and persistent mental illness. AWARDS is equipped to support the documentation requirements for this program type.

Due to the unique service structure of PROS programs, we have created two documents to guide you through PROS program set up and documentation. This first document will walk you through the steps required to set up a PROS program in AWARDS. The second document, named PROS Documentation in AWARDS, provides detail about using PROS functionality, and maintaining documentation that complies with the regulations and generates reports that can be used for billing.

As you follow the steps outlined in this PROS Program Setup document, you may want to refer to the checklists included in Appendix A located on page **9**, for an abbreviated summary of the tasks required to prepare AWARDS for PROS program documentation.

ABOUT THIS DOCUMENT

This document is intended to guide AWARDS users as they add a new PROS program to AWARDS. Specific topics covered are:

If your agency will be using AWARDS for Medicaid/Medicare billing, or to verify Medicaid eligibility, please reference our BillingBuilder documentation in Online Help along with this instruction sheet. In addition, please inform your Foothold Client Services representative of your billing plans so that he or she can insure that the setup for your agency's PROS billing work proceeds smoothly.

SETTING UP A NEW PROS PROGRAM

The first step in adding a new PROS program to AWARDS is to set up that program using the System Setup module, Agency Program Information, Add/Edit Entire Program feature. To do so, complete the following steps:

If you have any questions about this step in the PROS program creation process, please contact your Client Services representative for assistance or refer to the System Setup module portion of AWARDS Online Help for more detailed instructions on setting up a new program.

1. From the *AWARDS Opening Menu* page, click **System Setup**. The *System Setup Menu* page is displayed.

2. Click **Agency Program Information**. The *Agency Programs Update Menu* page is displayed.

3. Click **Add/Edit Entire Program**. The *Add/Edit Programs* page is displayed.

4. Click **Add New Program**. The *Agency Program Information* page is displayed. By default, the first of the program information tabs, "General Settings," is open on this page.

5. Configure the fields and options on each program information tab as necessary. When doing so, be sure to set the following General Settings tab options as described here:

    ▪ **Program Group** - Select a "Program Group" that correctly identifies the PROS license type for the new program. PROS-related selections are:

        – PROS Comprehensive w/Clinical Tx

        – PROS Comprehensive w/o Clinical Tx

        – PROS Limited License

    ▪ **Intake Form** - Select the "Multi Step Form" option for this required field. Selecting this option will enable program staff to enter notes and complete other documentation for clients who are attending the program in Pre-Admission status.

6. Click **CONTINUE**. A confirmation dialog box is displayed.

7. Click **CONTINUE** to confirm that the changes made should be saved. A read-only report version of all agency program information is displayed.

The process of setting up the new PROS program is now complete.

SETTING UP PROS COMPONENTS IN THE NEW PROGRAM

Once a new PROS program has been created, the "Intensive Rehabilitation" and "Ongoing Rehabilitation and Support" PROS components for that program must be set up using the Services module, Group Schedule Setup, Configure Activities feature. To do so, complete the following steps:

In order to complete this step you must have the "Group Activities List" permission assigned using the System Setup module Permissions Maintenance feature.

1. From the *AWARDS Opening Menu* page, click **Services**. The *Client Services Menu* page is displayed.

2. Click **Group Schedule Setup**. The *Group Schedule Setup Menu* page is displayed.

3. Click **Configure Activities**. The *Group Activities List Setup* page is displayed.

4. In the **Activity** field next to ADD NEW GROUP ACTIVITY, type "Intensive Rehabilitation."

5. Click the corresponding **Type** drop-down arrow and select "Program Division."

   If the "Program Division" selection is not available, please contact your Client Services representative, or manually create it using Configure Types under Group Schedule Setup.

6. Click **CREATE ACTIVITY**. The updated *Group Activities List Setup* page is displayed.

7. In the **Activity** field next to ADD NEW GROUP ACTIVITY, type "Ongoing Rehabilitation and Support."

8. Click the corresponding **Type** drop-down arrow and select "Program Division."

9. Click **CREATE ACTIVITY**. The updated *Group Activities List Setup* page is displayed.

The process of setting up the PROS components for the new PROS program is complete.

Clients cannot receive IR and ORS services simultaneously; therefore, PROS components must be created in AWARDS for each in order to maintain distinct membership in each. It is NOT necessary to create components for CRS and CT, as this restriction does not apply to them.

SETTING UP PROS GROUPS

A lot of PROS documentation is entered via Group Notes in the Services Module. It is recommended that you set up group types and a schedule for the groups that you are offering in your program. This process, when completed, can save time for users doing group notes data entry by dropping basic information on regularly occurring groups into the data entry form. The group setup process for newly implemented programs has three components:

- Creating the group/activity types – one for each of the PROS service types

- Creating the groups

- Scheduling the groups

If you are working on Group Setup before you know what your group schedule will look like, then you will initially complete only the first step listed above. Once you know what your groups are going to be, you can come back and complete the second and third steps.

To set up a group schedule complete the following steps, beginning with those to create the necessary group/activity types:

In order to complete all parts of this process, you must have the "Group Activities List," "Group Schedule List," and "Caseload/Group Assignments" permissions assigned using the System Setup module Permissions Maintenance feature.

1. From the *AWARDS Opening Menu* page, click **Services**. The *Client Services Menu* page is displayed.

2. Click **Group Schedule Setup**. The *Group Schedule Setup Menu* page is displayed.
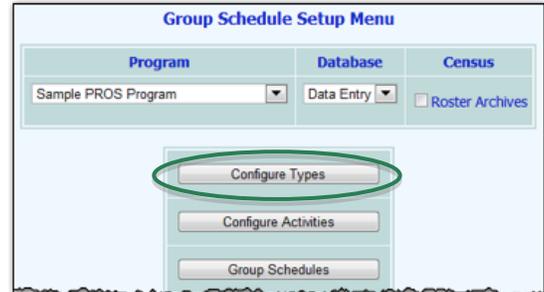
3. Click **Configure Types**. The *Group Type List Setup* page is displayed.

4. In the **Add New Group Type** field, type the abbreviation for a PROS service.

    IMPORTANT! It is recommended that group types be set up to correspond to each of the PROS service types. Reference the Appendix on page 11 for a full list of PROS service types and abbreviations.

5. Click **CONTINUE**. The *Group Type List Setup* confirmation page is displayed.

    *To create group types that correspond to the rest of the PROS services at this time, click **Return to Data Entry** and repeat steps 4 and 5 as necessary; otherwise, continue with step 6.*

6. Click **Group Schedule Setup Menu**. The *Group Schedule Setup Menu* page is displayed.

    The process of creating group/activity types is complete. If you do not know yet what groups you will be offering, stop here. When you know what your group schedule is, continue with step 7 to create the groups in AWARDS.

7. Click **Configure Activities**. The *Group Activities List Setup* page is displayed.

    *IMPORTANT! By default, this page displays only those activities currently designated as "Active." To see only "Inactive" activities, or to show all activities, click the corresponding **Display** filter radio button at the top of the page. The activities table content will automatically reflect the selection.*

    *In addition to the Display filter, the activity detail table is also sortable to aid in working with extensive activity lists. Click the heading of any table column to sort the table contents by that characteristic. Click the heading again to reverse the sort order. To sort by a secondary characteristic, press **<SHIFT>** and click on the second column heading.*

8. In the **Activity** field next to ADD NEW GROUP ACTIVITY, type the name of the group to be scheduled.

9. Click the corresponding **Type** drop-down arrow and select the type of group being scheduled.

    IMPORTANT! When entering "Scheduled Breaks" such as meal time, select "Community Meal" as the group type. This selection alerts the system that this is a scheduled break, and is therefore not billable, nor is it included in the PROS unit calculations.

    IMPORTANT! The "Program Division" type is reserved for PROS components and should NOT be selected when scheduling a group.

10. Click **CREATE ACTIVITY**. The updated *Group Activities List Setup* page is displayed.

11. Click **Group Schedule Setup Menu**. The *Group Schedule Setup Menu* page is displayed.

    The process of creating a group is complete, and the schedule for that group must now be set. To do so, continue with step **12**.

12. Click **Group Schedules**. The *Group Activity Schedules Settings* page is displayed.

13. Click the **Activity** drop-down arrow and select the name of the group that was just created.

14. Click **CONTINUE**.   The *Group Activity Schedules* page is displayed.

Sample PROS Program Group Activity Schedules for Basic Living Skills

Weekday	Start Date	End Date	Start Time	End Time	Cycle	Group Leader
Friday	7/27/07		9:00am	10:00am	Weekly	Sammy Samuels

15. Configure the first row of fields and options on this page to indicate when and how frequently the group meets.

    When completing this step, be sure to leave the End Date field empty.

    Some programs may want to assign a group co-leader. Please keep in mind that you cannot do so when entering the group activity schedule; however, if you are a member of the PROS working group, a "Group Co-Leader" option is available at the top of the group notes data entry page. If a co-leader is selected there, that information will display in the group notes report as "Group Co-Leader: [name]." The co-leader can then sign the note if needed. If you are not a member of the PROS working group and are interested in learning more about this feature, please contact your Foothold Client Services representative.

16. Click **CONTINUE**. A read-only confirmation page is displayed.

17. Click **Group Schedule Setup Menu**. The *Group Schedule Setup Menu* page is displayed.

The process of scheduling the group is now complete. Repeat these steps until all groups have been scheduled as needed. Clients who are regular attendees of each group can now be enrolled in them. You can find instructions on enrolling regular attendees in each group on page 7 of the PROS Documentation in AWARDS Instruction Sheet.

SETTING UP THE LUNCH ACTIVITY

Time that clients spend eating lunch, snacks or other meals does not count towards total program participation time in a PROS program. A Lunch activity must be added to your PROS program to track meals on a daily basis. The setup process for meals uses the Services module, Group Schedule Setup feature and has two steps:

- Creating meal activities
- Scheduling the meal activities

To set up meals, complete the following steps, beginning with those to create the meal activities:

In order to complete this step you must have the "Group Schedule List" permission assigned using the System Setup module Permission Maintenance feature.

1. From the *AWARDS Opening Menu* page, click **Services**. The *Client Services Menu* page is displayed.

2. Click **Group Schedule Setup**. The *Group Schedule Setup Menu* page is displayed.

3. Click **Configure Activities**. The *Group Activities List Setup* page is displayed.

4. In the **Activity** field next to ADD NEW GROUP ACTIVITY, type "Lunch."

5. Click the corresponding **Type** drop-down arrow and select "Community Meal."

   If the "Community Meal" selection is not available, please contact your Client Services representative, or manually create it using Configure Types under Group Schedule Setup.

6. Click **CREATE ACTIVITY**. The updated *Group Activities List Setup* page is displayed.

   If you want to add in another meal, repeat steps 4 through 6 for each meal to be added.

7. Click **Group Schedule Setup Menu**. The *Group Schedule Setup Menu* page is displayed.

   The process of creating the meal is complete and you must now set the schedule. Continue with step **8**.

8. Click **Group Schedules**. The *Group Activity Schedules Settings* page is displayed.

9. Click the **Activity** drop-down arrow and select the name of the group that was just created.

10. Click **CONTINUE**. The *Group Activity Schedules* page is displayed.

11. Configure a row of fields and options on this page for each day of the week that the meal will be offered. Note that the group leader field is optional.

    When completing this step, be sure to leave the End Date field empty.

12. Click **CONTINUE**. A read-only confirmation page is displayed.

13. Click **Group Schedule Setup Menu**. The *Group Schedule Setup Menu* page is displayed.

The process of scheduling a meal is now complete. If you have other meals to schedule, repeat steps 8 through 13.

FORMBUILDER FORMS

PROS programs are required to complete multiple forms and assessments for each client who is referred and admitted the program. Many of these forms need to be set up as FormBuilder forms in AWARDS. Some forms have been created for you already, and others will need to be created by individuals at your agency who have FormBuilder access.

Access to FormBuilder functionality is granted to individual users by Foothold Technology. Prior to being granted that access, a user must complete online training and successfully take a short quiz. For more information on building FormBuilder forms and how to gain access to FormBuilder functionality (including details on all required permissions), please see AWARDS Online Help.

Each of the PROS-required forms and assessments is described in detail here – both those you need only download for your PROS program(s), and those you must create and make available to your PROS program(s) in AWARDS.

▪ Downloading Pre-Built PROS Forms - Page **7**

- Building Required PROS Forms - Page **8**

Making sure the necessary FormBuilder forms are in place or have been created for the appropriate programs is the final step in PROS setup.

DOWNLOADING PRE-BUILT PROS FORMS

Several of the PROS forms – detailed in the table below - have already been designed and are available for download via the FormBuilder Shared Forms library located in the Outcomes Module in AWARDS. It is your responsibility to download the forms and configure them for use in your PROS program(s), keeping in mind the recommended or mandatory location placements for each, as noted here.

Remember that only staff with access to Formbuilder functionality will be able to download the forms. For detailed instructions on how to download shared forms, please see the Downloading a Shared Form page in AWARDS Online Help.

FORM	LOCATION AND NOTES
PROS Admission Recommendation	Location (recommended): - "Intake/Admission – as a button on client intake forms"
PROS Initial Service Recommendation	Location (mandatory): - "Services – as a button on the Services Menu" - OR - - "Progress Notes – as an option to be included in a progress note" When located on the Services Menu or in Progress Notes, services selected on this form will be treated in AWARDS the same way that services listed in Individual Recovery Plans are. In other words, they will be counted towards unit calculation in the Summary Record of Services report and in the AWARDS BillingBuilder module for a client's first 60 days in the PROS Program. *In order for this form to work as described, the name of the form and the names of the services listed on the form must not be changed.*
PROS Relapse Prevention Plan	Location (recommended): - "Services – as a button on the Services Menu" The Relapse Prevention Plan (RPP) is a form that should be reviewed periodically with each client and included in each IRP Review. Because you might want to make changes to the RPP at times other than when you are working on an IRP or IRP Review with a client, we are recommending that you place it on the Services Menu. All Relapse Prevention Plan data entry will occur from this location. The data that you enter on this form will be pulled into IRPs and IRP Reviews when you include the PROS IRP Cover Sheet, described below, in your service plans. Once you download the RPP form to your database, the questions can be modified. However due to the complex nature of this form, and its relationship to the PROS IRP Cover Sheet, it is recommended that you reach out to your Client Services Representative for assistance with any modifications.

FORM	LOCATION AND NOTES
PROS IRP Cover Sheet	Location (mandatory): ▪ "Services – to be included on the Service Plan Coversheet" This form is a combination of several items that are required to be included in each IRP and IRP review. Currently, there are two parts to this form: **Goal Progress** – This is a field that you will complete for each IRP Review to summarize the client's progress, the reasons for keeping or changing goals, and a summary of the changes to be made to the plan. **Relapse Prevention Plan** – This section will pull in data from the most recent RPP completed on the services menu. Once you download the PROS IRP Cover Sheet form to your database, the RPP questions can be modified. However due to the complex nature of this form, and its relationship to the PROS Relapse Prevention Plan form located on the Services menu, it is recommended that you reach out to your Client Services Representative for assistance with any modifications.

BUILDING REQUIRED PROS FORMS

This section lists all the PROS required forms that we at Foothold Technology have not built for you. Please keep in mind that some of these forms may have been built and shared by other agencies also using AWARDS for PROS documentation. Before starting to build these forms, you might want to take a look through the shared forms library to determine if there are any forms that you can use.

FORMS REQUIRED FOR CLIENTS WHO RECEIVE CLINIC TREATMENT FROM THE PROS PROGRAM

Clients who participate in Clinic Treatment in your program will need to have the following assessments -

▪ **Health Assessment**

▪ **Mental Status Exam Form**

▪ **Psychiatric Evaluation**

The recommended location for these forms is "Medical - as a button on the Medical Menu."

OTHER FORMS

Other assessments required for PROS programs include:

▪ **Addictions Screening**

▪ **Cultural Assessment**

▪ **Psychosocial Assessment**

▪ **Psychiatric Rehabilitation Determination**

▪ **Suicide Risk Assessment**

These forms need to be built by staff at your agency. The location of the forms should be based on what makes sense for your program, for example: "Intake/Admission – as a button on client intake forms," "Profile – as a button at the top of client facesheets," or "Services – as a button on the Services Menu."

WORKING WITH CLIENTS IN PROS PROGRAMS

Now that your PROS program has been set up in AWARDS, new clients can be added to the program. PROS programs require extensive documentation including:

- Diagnosis data entry

- PROS component tracking

- Maintaining employment records for clients who are receiving ORS services

- Tracking daily attendance

- Completing required assessments

- Entering the Initial Services Recommendation and working with IRPs and IRP Reviews

- Entering Individual Progress Notes and Group Notes

- Reporting to monitor compliance, program utilization and collect billing data

For information on maintaining PROS client records, see the PROS Documentation in AWARDS Instruction Sheet.

FREQUENTLY ASKED QUESTIONS

The following frequently asked questions regarding PROS-related aspects of AWARDS can be a useful reference when you have your own questions about the functionality.

HOW DO I CONVERT AN EXISTING PROGRAM TO PROS?

Your Foothold Client Services representative will help you complete the conversion process. Please contact him/her for assistance as needed.

WHERE CAN I FIND OTHER INFORMATION ABOUT PROS?

For a PROS unit conversion chart, click here.

For PROS regulations on the Westlaw website, click here.

For a PROS clarification document that provides OMH guidance on PROS programs, click here.

APPENDIX A: PROS SETUP CHECKLISTS

Two checklists are available to help guide your agency during the PROS setup process. They can be used to ensure a smooth transition to PROS program documentation in AWARDS.

- Agency Staff Setup Tasks – Page **10**

- Client Services Representative Setup Tasks – Page **10**

AGENCY STAFF SETUP TASKS

The following tasks are those covered in this PROS Program Setup instruction sheet, distilled into brief checklist for your use. These are steps that must be completed by staff at your agency in order to configure a PROS program. Until these steps are completed, PROS documentation cannot be recorded in AWARDS. The page references included in the checklist direct will direct you to the page on which you can find detailed instructions for each task.

☐ Add the program to AWARDS with a PROS Program Grouping (Page **2**). Options are:

- PROS Comprehensive w/Clinical Tx
- PROS Comprehensive w/o Clinical Tx
- PROS Limited License

☐ Make sure that the program uses a Multi-Step Intake/Admission process (Page **2**)

☐ Create Intensive Rehabilitation and Ongoing Rehabilitation and Support activities that have the Program Division Activity Type (Page **2**)

☐ Create Activity Types that have the same names as PROS program types (Page **3**)

☐ Create Groups (Page **3**)

☐ Schedule Groups (Page **3**)

☐ Create a Lunch activity that has the Community Meal Activity Type (Page **5**)

☐ Create or download FormBuilder forms for each of the required assessments. (Page **6**)   Such assessments might include:

- Addictions Screening
- Cultural Assessment
- Health Assessment
- Mental Status Exam Form
- PROS Admission Recommendation
- PROS Goal Progress
- PROS Initial Service Recommendation
- Psychiatric Evaluation
- Psychosocial Assessment
- Psychiatric Rehabilitation Determination
- Relapse Prevention Plan
- Suicide Risk Assessment

CLIENT SERVICES REPRESENTATIVE SETUP TASKS

The following is a list of items that your Client Services Representative will need to set up for you in order for you to record PROS documentation in AWARDS. While you will not need to complete any of these tasks on your own, we provide them here for your reference as several of these items will require input from you prior to configuration. Additionally, before you start entering data into your program we recommend that you make sure that these items have been configured as needed.

☐ Activate the Intake Button

☐ Add PROS components to the Standard Eligibilities List and the Inclusive List of Entitlements.

- PROS-CRS

- PROS-IR

- PROS-ORS

- PROS-CT

- PROS-CT-CL – needed only if you will have clients receiving the IDDT service while under the care of a psychiatrist outside of the PROS program

- PROS-BIP – needed only if you plan on billing for BIP eligible clients

☐ Activate the Group Schedule Setup Button

☐ Activate the Group Co-Leader Field if desired

☐ Change the name the Initial Plan to "Individualized Recovery Plan" and the name of the Service Plan Review to "Individualized Recovery Plan Review" or "IRP Review"

☐ Set up the IRP schedule as required. A sample schedule is:

- Admission Note – 0 days after date of admission

- Individualized Recovery Plan – 60 days after date of admission

- First IRP Review – 240 days after date of admission

- All subsequent IRP Reviews – 180 days after the date of previous plan

☐ Set the IRP to use the Single Goal Format

☐ Configure default goal text: Suggested text is "Enter Goal Statement Here"

☐ Configure the Goal Categories List. The suggested list is:

- Health & Wellness

- Living

- Learning/Educational

- Working

- Significant Relationships/Parenting

- Other

☐ Activate Multiple Group Links in IRPs if desired

☐ Show a dropdown for visit type in the Reception desk

☐ Configure Visit Types: Suggested list is On Site and Off Site

☐ Set Periodic Summary Notes so that they can be saved with Duration, Face to Face data, and Service types

APPENDIX B: PROS SERVICE TYPES

The definitions for each PROS service (as documented in the PROS regulations available on the Westlaw website), along with the corresponding AWARDS service type names and abbreviations, are as follows.

*You can access a list of these abbreviations/definitions within AWARDS using the **Definitions** link found in IRPs.*

CRS – ASSESSMENT (CRS-ASSMT)

Assessment is a service designed to review and determine an individual's level of functioning, the past benefit of participating in mental health services, and the ability to function in specific life roles. In addition, the assessment service should identify the individual's strengths as well as challenges and barriers resulting from his or her psychiatric

condition. This service involves a comprehensive and continuous process, conducted within the context of the individual's self-identified needs, goals, and ethnic, religious, and cultural identities.

CRS – BASIC LIVING SKILLS TRAINING (CRS-BLST)

Basic Living Skills Training is a service designed to improve an individual's ability to perform the basic skills necessary to achieve maximum independence and acceptable community behaviors that are critical to his or her recovery. This service focuses on the acquisition of skills, as well as strategies for appropriate use of the skill, utilizing teaching interventions such as motivational, educational, and cognitive-behavioral techniques. The service may include opportunities to practice, observe, reinforce, and improve the individual's skill performance. The topics which may be covered include, but are not limited to: grooming and personal hygiene, nutrition, homemaking, building relationships, childcare, transportation, use of community resources, and engaging in social interactions.

CRS – BENEFITS AND FINANCIAL MANAGEMENT (CRS-BFM)

Benefits and Financial Management is a service designed to support an individual's functioning in the community through understanding and skill in handling his or her financial resources. The instruction may include counseling on budgeting, income and benefits, including incentives for returning to work, as well as basic counseling on income maintenance, eligibility for benefits from relevant sources, and determination of the need for plans for additional support and assistance in managing personal finances.

CRS – COGNITIVE REMEDIATION (CRS-COGREM)

Cognitive Remediation is a set of techniques and interventions, such as drills, activities and exercises, designed to improve an individual's functioning by improving the cognitive skill that is the target of the remediation task. These skills include, but are not limited to: the ability to pay attention, remember, process information, solve problems, organize and reorganize information, communicate and act upon information. Cognitive remediation techniques work to improve mental capabilities necessary to learn academic subject matter, and more generally to function in daily life. Cognitive remediation is an optional PROS service, subject to prior review and written approval of the Office of Mental Health.

CRS – COMMUNITY LIVING EXPLORATION (CRS-CLE)

Community Living Exploration is a service designed to help an individual understand the demands of specific community life roles, in order to make decisions regarding participation in those roles. Community living exploration services can also be used to help motivate individuals who are not yet exhibiting active interest in more integrated community life roles, by increasing their knowledge of opportunities available in the community. Topics may include, but are not limited to: options for satisfactory experiences with living environments, work or career opportunities, educational opportunities, opportunities to connect to culturally-based community services, and resources for use of leisure time. It is expected that, to the extent possible, these services will be developed in natural community environments.

CRS – CRISIS INTERVENTION (CRS-CRSI)

Crisis Intervention is a service designed to safely and respectfully de-escalate situations of acute distress or agitation which require immediate attention. Such service may include, but is not limited to, calming techniques to interrupt escalating behavior.

CRS – ENGAGEMENT (CRS-EGMT)

Engagement is a service designed to reach out to individuals over time for the purpose of fostering a commitment on the part of an individual to enter into therapeutic relationships supportive of the individual's recovery. This service may include, but is not limited to, activities such as initial contacts with potential program participants, as well as ongoing efforts to engage individuals to participate in program services.

CRS – INDIVIDUAL RECOVERY PLANNING (CRS-IRPLN)

Individualized Recovery Planning is a service designed to assist an individual in the ongoing development, review and modification of a course of care that supports his or her identified path to recovery. The course of action is based on an assessment process and the individual's personal preferences and desired life roles. Such course of care is reflected in an Individualized Recovery Plan (IRP), which includes the identification of medically necessary services and which supports the individual's goals and desires. The Individualized Recovery Planning process also includes the development of a relapse prevention plan and, when appropriate, an advance directive. The service may also involve activities designed to help identify and develop compensatory supports necessary to assist an individual during his or her recovery process.

CRS – INFORMATION AND EDUCATION REGARDING SELF HELP (CRS-IERSH)

Information and Education Regarding Self-Help is a service designed to encourage individuals to participate in self-help and mutual aid groups. The service is designed to help an individual understand what self-help resources are available in the community and how to benefit from participating in them. The service may be conducted by people who have common experiences, and is intended to help the individual to learn how to share personal experiences with others who have had a common experience, to learn about the variety of available self-help groups, and to aid the individual in accessing the self-help options of his or her choice.

CRS – STRUCTURED SKILL DEVELOPMENT AND SUPPORT (CRS-SSDS)

Structured Skill Development and Support is a service designed to assist individuals in developing instrumental skills for performing normative life roles associated with group membership, work, education, parenting or living environments. The focus of structured skill development is to develop skills through a process of teaching, practice, and feedback in community environments replicated at the program site. The modality for teaching these skills is a combination of individual, group and structured activities. It is often provided in structured club-like settings such as a work-ordered day or an activity-center format, where staff employ supportive counseling, mentoring and skill development techniques to assist the individual in completion of essential tasks.

CRS – WSM – COPING SKILLS TRAINING (CRS-WSM-CST)

Wellness self-management (also known as *illness management and recovery*) is a service designed to develop or improve personal coping strategies, prevent relapse, and promote recovery. Such services may be provided to recipients and/or collaterals. One such service is: *coping skills training,* which means teaching individuals strategies to address symptoms, manage stress and reduce exposure and vulnerability to stress.

CRS – WSM – DISABILITY EDUCATION (CRS-WSM-DE)

Wellness self-management (also known as *illness management and recovery*) is a service designed to develop or improve personal coping strategies, prevent relapse, and promote recovery. Such services may be provided to recipients and/or collaterals. One such service is: *disability education* which means instruction on the facts concerning mental illness and the potential for recovery. The intent of this service is to give individuals admitted to PROS programs and collaterals hope as well as practical information on prevention and recovery practices, including evidence-based practices.

CRS – WSM – DUAL DISORDER EDUCATION (CRS-WSM-DDE)

Wellness self-management (also known as *illness management and recovery*) is a service designed to develop or improve personal coping strategies, prevent relapse, and promote recovery. Such services may be provided to recipients and/or collaterals. One such service is: *dual disorder education* which means providing individuals admitted to PROS programs and/or collaterals with basic information on the nature of substance abuse disorders and how they relate to the symptoms and experiences of mental illness.

CRS – WSM – MEDICATION EDUCATION AND SELF-MANAGEMENT (CRS-WSM-MESM)

Wellness self-management (also known as *illness management and recovery*) is a service designed to develop or improve personal coping strategies, prevent relapse, and promote recovery. Such services may be provided to recipients and/or collaterals. One such service is: *medication education and self-management* which means providing individuals admitted to PROS programs or collaterals with information on the individual's medications, including related efficacy, side effects and compliance issues. Individuals are supported in managing their medications and in learning about the effects of the medication on their mental health condition and in managing the side effects of medication through healthy life style changes such as smoking cessation, nutrition, and weight loss.

CRS – WSM – PROBLEM-SOLVING SKILLS TRAINING (CRS-WSM-PSST)

Wellness self-management (also known as *illness management and recovery*) is a service designed to develop or improve personal coping strategies, prevent relapse, and promote recovery. Such services may be provided to recipients and/or collaterals. One such service is: *problem-solving skills training* which means a series of learning activities designed to assist individuals admitted to PROS programs and collaterals develop effective solutions for stressful responses to routine life situations. These activities may include, but are not limited to: role playing exercises, homework assignments or the mastery of specific principles and techniques.

CRS – WSM – RELAPSE PREVENTION PLANNING (CRS-WSM-RPP)

Wellness self-management (also known as *illness management and recovery*) is a service designed to develop or improve personal coping strategies, prevent relapse, and promote recovery. Such services may be provided to recipients and/or collaterals. One such service is: *relapse prevention planning* which means a process to engage individuals admitted to PROS programs and collaterals in understanding factors which may trigger a recurrence of severe symptoms of mental illness and ways to cope with the potential for recurrence. Planning activities may include the development of an advance directives document and specific instructions on what steps need to be taken in the event of a relapse.

IR – FAMILY PSYCHOEDUCATION (IR-FPSY)

Family Psychoeducation is a service designed to provide information, clinical guidance and support to collaterals and individuals admitted to the PROS program when desired and appropriate, for the purpose of assisting and enhancing the capacity of a collateral to facilitate an individual's recovery. Such service includes, but is not limited to: education about mental illness and its treatment, information on community resources, guidance on how to manage or cope with difficult behaviors, emotional support and counseling, crisis planning, and problem-solving skills training.

IR – INTEGRATED DUAL DISORDER TREATMENT (IR-IDDT) OR IR – CT – INTEGRATED TREATMENT FOR MICA (IR-CT-ITMICA)

Integrated Treatment for Co-Occurring Mental Health and Substance Abuse Disorders or *Integrated Dual Disorder Treatment* is a service designed to simultaneously address the mental health and substance abuse needs of persons with co-occurring disorders. Such service includes, but is not limited to, motivational, cognitive-behavioral and harm reduction approaches, wherein practitioners coordinate care with appropriate substance abuse providers when it is determined that the co-occurring disorder is acute or serious, and the recipient is ready to accept related treatment.

Your database will have only one or the other of these service names depending on how it was configured. If you are using IR-CT-ITMICA and you would like to switch to IR-IDDT, please contact your Foothold Client Services representative or the Help Desk for assistance. Note that if you change the name of this service, the change will be reflected in all existing individual notes, group notes, and service plans.

IR – INTENSIVE REHABILITATION GOAL ACQUISITION (IR-IRGA)

Intensive Rehabilitation Goal Acquisition is a service designed to assist an individual in identifying, attaining and retaining personally meaningful goals that will help the person to resume normal functioning in adult life roles. This service should be used to provide active support once an individual has made a commitment to achieving a new role, such as returning to work or school, returning to adult care giving or parenting roles, resuming roles as a spouse or significant other, obtaining a desired housing arrangement, and resuming a role as a community volunteer. Due to the urgency associated with the individual's readiness to attain and maintain a preferred life role, this service is not normally a long-term intervention.

IR – INTENSIVE RELAPSE PREVENTION (IR-IRPRV)

Intensive Relapse Prevention is a service designed to address an exacerbation of acute symptoms, or manage existing symptoms that are not responsive to the current service formulation. This may include the provision of targeted, intensive interventions necessary to address immediate risks such as relapse, hospitalization, loss of housing, or involvement with the criminal justice system. This service may also include the execution of a series of predetermined steps identified in the relapse prevention plan.

ORS – ONGOING REHABILITATION AND SUPPORT (ORS-ORS)

Ongoing Rehabilitation and Support is a service designed to provide ongoing counseling, mentoring, advocacy and support for the purpose of sustaining an individual's role in competitive, integrated employment. Such service does not include task-specific job training.

CRS – CT – CLINICAL COUNSELING AND THERAPY (CRS-CT-CCT)

Clinical Counseling and Therapy is a service designed to provide goal-oriented verbal counseling or therapy, including individual, group and family counseling or therapy, for the purpose of addressing the emotional, cognitive and behavioral symptoms of a mental health disorder or for engaging, motivating and stabilizing persons with a co-occurring mental health and substance abuse (including alcohol) disorder, and the related effects on role functioning. Such service may also include cognitive behavioral therapy.

CRS – CT – HEALTH ASSESSMENT (CRS-CT-HA)

Health Assessment is a service designed to gather data concerning an individual's medical history and any current signs and symptoms, and assess such data to determine his or her physical health status and need for referral. The assessment of the data shall be done by a nurse practitioner, psychiatric nurse practitioner, physician, physician's assistant, psychiatrist or registered professional nurse. Where indicated, this service shall include screening for metabolic syndrome, diabetes, and hypertension on a periodic basis.

CRS – CT – MEDICATION MANAGEMENT (CRS-CT-MM)

Medication Management is a service designed to prescribe or administer medication with the highest efficacy and lowest toxicity in treating the primary symptoms of an individual's psychiatric condition. This service is intended to include medication trials which are adequate in dose and duration, as well as assessments of the appropriateness of the individual's existing medication regimen through record reviews, ongoing monitoring, and consultation with the PROS participant and/or collateral. The purpose of such consultation is to determine personal preferences, as well as past and present experiences with medication, including related efficacy, side effects and compliance. Medication management may include monitoring the side effects of prescribed medications, including, but not limited to, extrapyramidal, cardiac and metabolic side effects, and may include providing individuals with information concerning the effects, benefits, risks and possible side effects of a proposed course of medication.

CRS – CT – SYMPTOM MONITORING (CRS-CT-SM)

Symptom Monitoring is a service designed to identify the ongoing effects of an individual's course of care. This service involves the continuous process of monitoring a recipient's symptoms of mental illness, as identified in his or her Individualized Recovery Plan, and his or her response to treatment, within the context of other support and rehabilitation services. Such service may include consultation with identified collaterals. If this service is provided by a staff person other than a psychiatrist, nurse or nurse practitioner, it must include communication of observed symptoms and treatment responses to the physician or nurse.

CRS – CT – PSYCHIATRIC ASSESSMENT (CRS-CT-PSYASS)

Psychiatric assessment is a service designed to gather data concerning an individual's psychiatric history and current mental health symptoms, assess such data for determination of the individual's current mental health status, and identify the need for clinical treatment services. Assessment of the data shall be done by a psychiatrist or psychiatric nurse practitioner.