

**Addictions and Mental Health Division
Integrated Services and Supports Rule
Final Outline**

1. Purpose and Scope

2. Definitions

3. Provider Policies

- Personnel Policies
 - (a) Hiring, Promotion, Disciplinary Procedures and Dismissal
 - (b) Personnel Qualifications and Credentialing
 - (c) Training
 - (d) Supervision
 - (e) Mandatory Abuse Reporting
 - (f) Harassment
 - (g) Non-discrimination
 - (h) Criminal Background Checks
 - (i) Fraud, Waste and Abuse in Federal Medicaid Programs
 - (j) Use of volunteers

- Service Delivery Policies
 - (a) Entry and Orientation
 - (b) Assessment, Service Planning, coordination, and documentation
 - (c) Person-directed Services
 - (d) Service Conclusion, Transfer and Continuity of Care
 - (e) Trauma-informed and Trauma-sensitive Service
 - (f) Confidentiality
 - (g) Grievances and Appeals
 - (h) Individual Rights
 - (i) Quality Assessment and Performance Improvement
 - (j) Crisis Prevention and Response, and Incident Reporting
 - (k) Behavior Support
 - (l) Services to Young Adults in Transition
 - (m) Urinalysis Testing

- Residential Program Policies
 - (a) Medical Services

- (b) Facility Standards
- (c) Safety and Emergency Procedures
- (d) Emergency Safety Interventions in ITS Programs

4. Individual Rights

- Notification of Rights
- Rights of all Individuals Receiving Services
- Rights in Residential Programs

5. Personnel

- Licensing and Credentialing
 - a) Alcohol and Other Drug Treatment Staff
 - b) Children's Emergency Services Intervention Specialist (CESIS)
 - c) Clinical Supervisor
 - d) Licensed Medical Practitioner (LMP)
 - e) Medical Director
 - f) Peer Support Specialist
 - g) Problem Gambling Treatment Staff
 - h) Qualified Mental Health Associate (QMHA)
 - i) Qualified Mental Health Professional (QMHP)
- General Staff Competencies and Qualifications
- Specific Staff Competencies
- Recovering Staff
- Personnel Documentation
 - (a) Non-employee Documentation
 - (b) Program Specific Employee Documentation
- Training
- Supervision

6. Entry and Assessment

- Entry Process
- Entry Priority
- Assessment

7. Individual Service and Support Planning and Coordination

- Individual Services and Supports
- Individual Service and Support Plan (ISSP)
- Individual Service Notes

8. Individual Service Record

- Documentation Standards
- General Requirements for Individual Service Record
- Medical Service Records
- Documentation in Residential Programs
- Additional Documentation in ITS Programs
- Additional Documentation in ICTS Programs
- PSRB or JPSRB Documentation

9. Program Specific Service Standards

- (a) Co-occurring Mental Health and Substance Use Disorders (COD)
- (b) Outpatient Mental Health Services to Children, Adults and Older Adults
- (c) Enhanced Care Services
- (d) Psychiatric Security Review Board (PSRB) and JPSRB
- (e) Intensive Community-Based Treatment and Support Services (ICTS) for Children
- (f) Intensive Treatment Services (ITS) for Children
- (g) Program Specific Requirements for ITS Providers
- (h) Behavior Support Services
- (i) Emergency Safety Interventions in ITS Programs
- (j) Outpatient Problem Gambling Treatment Services
- (k) Residential Problem Gambling Treatment Services
- (l) Alcohol and Other Drug (AOD) Treatment and Recovery Services
- (m) Medical Protocols in AOD Treatment Programs
- (n) Administration of Medications
- (o) Building Requirements in Outpatient AOD Programs

10. Facility Standards for Alcohol and Other Drug Residential Treatment Programs

- Building Requirements
- Interiors

- Food Service and Storage
- Safety
- Sanitation

11. Service Conclusion, Transfer and Continuity of Care

- Planned Service Conclusion
- Service Conclusion Process
- Service Conclusion Summary
- Transfer Process

12. Quality Assessment and Performance Improvement

- Quality Assessment and Performance Improvement Process
- Quality Improvement Committee
- Performance Improvement Plan

13. Grievances and Appeals

- Grievance Procedure
- Expedited Grievances
- Appeals

14. Variances

- Criteria for a Variance
- Variance Application