

**Children's Service Center  
Outpatient Services  
Luzerne/Wyoming Counties**

**Introduction:**

In FY 2015-2016, **Outpatient Services** at CSC served 4813 unduplicated children and adolescents. We project serving approximately 2400 January 1, 2017 to June 30, 2017 and 5053 in FY 2017-2018.

CSC's Plan for development of a resiliency oriented system:

System Indicators:

1. Affirmative Action hiring policy that supports accommodations:  
Children's Service Center's hiring policy is one of affirmative action; in addition, our HR department has an established track record of providing accommodations for staff that request them, both for physical as well as mental health needs.
2. Resiliency oriented mission statement:  
Children's Service Center continues to review our mission statement to ensure a resiliency oriented mission statement drives our services.
3. Board Representation:  
Children's Service Center is proud that consumers have representation on our Board. A significant officer on our Board of Directors is a consumer of services here at CSC. We are planning to increase consumer participation on our Board.

**1. Soundness of Approach:**

**A. Project Description:**

The Outpatient Service at Children's Service Center provides many of the assessment and therapeutic functions in the treatment of consumers who are mentally and emotionally disturbed. The Service provides treatments such as psychiatric and psychological evaluations, outpatient treatment, medication monitoring, psycho-educational and diagnosis specific groups, among other related services under the oversight of a Psychiatrist.

Upon intake to the service, the outpatient therapist initiates a diagnostic evaluation that includes assessment of the psychiatric, psychological, medical, social, behavioral, vocational and educational realm of the consumer's life. The

information is gathered by conducting interviews with the consumer and family members, reviewing any materials provided by the family and outside resources and information provided by previous service providers. A comprehensive bio-psychosocial and behavior checklist are tools that are designed and implemented to elicit information relating to specific diagnosis and treatment needs. The therapist will examine all information in order to make an accurate initial working diagnosis and treatment recommendation.

Consumers identified as appropriate for Outpatient Services, in accordance to the Service admission criteria and assessment review will continue with the therapist who completed the initial assessment or will be assigned a therapist that meets the consumer's needs. The therapist will then develop an individualized and integrated treatment plan with the consumer/ family. Consumers requiring a more intensive or additional treatment regime will be referred to that specific service.

The treatment team, which includes an assigned psychiatrist, will review the initial diagnosis and integrated treatment plan, modify, approve and make recommendations as needed. It will also be determined if a full psychiatric evaluation or medication evaluation is necessary and the recommendation is shared with the consumer and family. A scheduled appointment will follow if all are in agreement.

Appointments are scheduled according to consumers needs and can vary from being on a weekly basis to on a monthly basis. During this time the therapist will monitor medication tolerance or reaction and issues of lethality.

Outpatient consumers may receive any combination of the various treatment modalities offered by the Service, including individual, family and group therapy, psychiatric or psychological testing, evaluations to assess the need for medication, and ongoing medication monitoring appointments.

Parent Child Interaction Therapy (PCIT) is an evidenced based model is available for parent and child between the ages of 2 and 7 years old. This modality of therapy focuses on relationship strengthening with the parent and child and enhances the skills needed for behavior management.

A trauma screen is completed on all consumers. A more in depth trauma assessment is completed at any point during the course of treatment if indicators are present. Trauma informed therapy is incorporated into every treatment plan as indicated. Trauma specific treatment is available for those whose life experiences warrant more focus on the impact these events have had on the consumer's well being. A case review is implemented to determine intensity of service needed with a Certified Clinical Trauma Professional (CCTP).

Dialectical Behavioral Therapy (DBT) Skills Training group is an evidenced based group approach to treatment that is available for the client and parent. This

modality of therapy focuses on improving skills in the area of Mindfulness, Interpersonal Effectiveness, Emotion Regulation and Distress Tolerance to assist clients with improving problematic behaviors.

LGBT Group Therapy is a therapeutic group process to enhance skills and provide support for those clients having difficulty with their sexuality and gender identity. This treatment cycle rotates skills of anger management, self-esteem, family confrontation, coping with the community

Outpatient services are also identifying consumers who report co-occurring disorders, in which both mental health and substance abuse components have prevented improvement in either or both areas. Consumers who are identified with substance abuse problems are treated by our drug and alcohol therapist.

#### **B. Description of Target Population:**

Outpatient Services at Children's Service Center provide treatment to children, adolescents and families, who seek or are referred for mental health services in Luzerne, Wyoming, and surrounding counties.

#### **C. Statement of Need:**

Children's Service Center provides the least restrictive level of care for children, adolescents and their families in Luzerne Wyoming and surrounding counties. All consumers are assessed through the Outpatient department for services. Consumers may be referred for psychiatric evaluations, medication and treatment, psychological services, outpatient therapy or school based services. Some of the area family physicians and pediatricians may be unwilling to prescribe consumers psychiatric medications or combinations of these medications, resulting in referrals for our medication management services.

#### **D. Project Outcomes:**

Outcomes are assessed continually and reviewed to ensure that treatment approaches utilized have the desired effect, as evidenced by bringing resolution to the issues that brought the consumer into treatment. Indicators include:

- Timely access to appointments - tracked and reviewed quarterly by the Quality Assurance Coordinator and Performance Improvement Committee. As FY 2015-2016 Children's Service Center was found to be 93% compliant with 7-day access standards to Outpatient services.
- Of the 4813 served in Out Patient Services, 97% remained hospital free in that fiscal year.

- Quality of care – achieved by using evidence-based modalities of treatment, the American Academy of Child and Adolescent Psychiatry Best Practice Guidelines, and CASSP principles at every stage of contact with the consumer and family.
- Behavioral health care standards – met by achieving the requirements set forth by JCAHO and all licensing bodies as evidenced by the Agency’s successful compliance reviews.
- Anonymous consumer and family satisfaction surveys are collected bi-annually and reviewed by the Service Director, Quality Assurance Coordinator, and Performance Improvement Committee. For 2015-2016, CSC achieved 93% satisfaction for both clinical and medical services provided to Out Patient consumers/ families.

**E. Potential for Success:**

The Children’s Service Center is an organization with a long history of providing high-quality mental health care to consumers. The Outpatient service consistently receives positive feedback from consumers, families, school personnel, the community, and Managed Care Organizations for standards in providing quality services in a timely manner.

Children’s Service Center adheres to the No Eject/No Reject Policy to assure each enrolled consumer has adequate opportunities to seek and receive care. If the therapist determines the consumer is in need of a higher level of care, a referral will be made to the appropriate service.

Outpatient therapists are selected based on their level of knowledge, expertise and skill in the field. Outpatient therapists strive to maintain a constant vigilance to remain updated with current standard operating procedures. This is achieved by specialty trainings, supervisions and coaching staff to enhance the qualities and abilities of newer therapists. Both in-house and off-site training provide opportunities for outpatient therapists to remain current on new developments of treatment, which enhance their repertoire of knowledge and abilities.

Routine, non-crisis, referrals are scheduled within 7 days of the initial call. The office hours are Monday through Thursday 8:30 a.m. to 8:00 p.m. and Friday 8:30 a.m. to 5:00 p.m.

Children's Service Center is an organization dedicated to enhance the emotional well-being and mental health of children, adolescents, and families. The potential for success is measured by the reduction of symptoms and the improvement in the quality of life for the consumers and families that access Outpatient Services.

## **2. Overall Qualifications of the Agency:**

Children's Service Center is accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Sanctuary Certified and licensed by the Office of Mental Health and Substance Abuse Services (OMHSAS). Children's Service Center has an extensive history of providing quality behavioral health care to the youth in our community and is committed to the highest standard of availability and continuity of care. We have been committed to the needs of children, adolescents and families for 154 years and currently serve over 5,000 individuals.

### **A. Experience with this service:**

All employees of Children's Service Center are provided orientation and training upon hire which include Safe Crisis Management skills training, which is updated annually, along with CPR and First Aid training. Employees are expected to complete 20 hours of training annually and are provided with listings of monthly trainings available at the Agency and encouraged to attend whenever possible. Trainings offered outside of the agency are also available for employees to increase knowledge and improve performance. Clinicians are trained to evaluate the mental health status of each individual who comes into services. The clinical teams work closely with Children's Service Center psychiatrists and collaborate with individual's treatment servers whenever possible.

### **B. Experience working with proposed population:**

Children's Service Center has been a child and adolescent mental health provider for most of its over 153 years. Thousands of children, adolescents, and families receive services at Children's Service Center each year. Administrative and clinical members of the organization are extremely familiar with the needs of this population and keep themselves informed of changes in regulations and other expectations of the County, State, JCAHO, CCBH, and other third-party payers. This ensures that services are delivered within the guidelines of these regulatory bodies.

### **C. Experience coordinating community resources:**

The Outpatient Service coordinates with community resources to enhance and support the quality of life of its consumers and families. During the initial treatment session, the therapist works with the consumer and family to identify

treatment planning, possible community supports and discharge planning. If additional resources are needed by the family, appropriate referrals will be made.

Children's Service Center has an extensive history of providing quality behavioral and psychiatric health care to the children, adolescents and families in our community. Our organization is committed to the highest standard of availability and continuity of care. Children's Service Center works in collaborating with area schools, families and other community agencies within the Luzerne and Wyoming County, and surrounding areas.

#### **D. Current, valid license or certifications**

Children's Service Center is licensed by OMHSAS and is also a JCAHO accredited community based mental health organization. Our mission is to provide and promote quality services with care and compassion to enhance the emotional well being and mental health of children, adolescents and their families. Children's Service Center has been providing Outpatient services since before the PA Code 55 regulations of 1981.

### **3. Qualifications of Individuals Performing the Service:**

Children's Service Center's outpatient facility has a service director/supervisor. This person is a qualified mental health professional with supervisory experience or a professional administrator with a graduate degree in social work/counseling, or related field.

The medication clinic has a clinical supervisor, who has a nursing degree with supervisory experience.

Staff includes twelve full-time equivalent (FTE) mental health professionals, licensed psychologists, social workers, CRNP, and physician assistants.

Psychiatric time is available to ensure adequate care and supervision for all patients. Psychiatric hours shall be expanded as treatment staff increases.

At a minimum all clinical staff shall be supervised by the psychiatrist having the responsibility for diagnosis and treatment of the patient as defined in §5200.31 (relating to treatment planning).

Clerical staff are employed to keep correspondence, records, and files current and in good order.

#### **4. Budget:**

##### **A. Overall analysis of budget:**

Please see attached