



## In-Home Therapy Services Performance Specifications

Providers contracted for this level of care or service will be expected to comply with all requirements of these service-specific performance specifications. Additionally, providers of this service and all contracted services will be held accountable to the “general” performance specifications.

**In-Home Therapy Services:** This service is delivered by one or more members of a team consisting of professional and paraprofessional staff, offering a combination of medically necessary In-Home Therapy and Therapeutic Training and Support.

In-Home Therapy is a structured, consistent, strength-based therapeutic relationship between a licensed clinician and the youth and family for the purpose of treating the youth’s behavioral health needs, including improving the family’s ability to provide effective support for the youth to promote his/her healthy functioning within the family. Interventions are designed to enhance and improve the family’s capacity to improve the youth’s functioning in the home and community and may prevent the need for the youth’s admission to an inpatient hospital, psychiatric residential treatment facility or other treatment setting. The In-Home Therapy team (comprised of the qualified practitioner(s), family, and youth), develops a treatment plan and, using established psychotherapeutic techniques and intensive family therapy, works with the entire family, or a subset of the family, to implement focused interventions and behavioral techniques to: enhance problem-solving, limit-setting, risk management/safety planning, communication, build skills to strengthen the family, advance therapeutic goals, or improve ineffective patterns of interaction; identify and utilize community resources; develop and maintain natural supports for the youth and parent/caregiver(s) in order to promote sustainability of treatment gains. Phone contact and consultation are provided as part of the intervention.

In-Home Therapy is provided by a qualified clinician who may work in a team that includes one or more qualified paraprofessionals.

Therapeutic Training and Support is a service provided by a qualified paraprofessional working under the supervision of a clinician to support implementation of the licensed clinician’s treatment plan to assist the youth and family in achieving the goals of that plan. The paraprofessional assists the clinician in implementing the therapeutic objectives of the treatment plan designed to address the youth’s mental health, behavioral, and emotional needs. This service includes teaching the youth to understand, direct, interpret, manage, and control feelings and emotional responses to situations and to assist the family to address the youth’s emotional and mental health needs. Phone contact and consultation are provided as part of the intervention.

In Home Therapy Services may be provided in any setting where the youth is naturally located, including, but not limited to, the home (including foster homes and therapeutic foster homes), schools, child care centers, respite settings, and other community settings.

## Components of Service

1. Providers of In-Home Therapy Services are outpatient hospitals, community health centers, community mental health centers, and other clinics and private agencies certified by the Commonwealth of Massachusetts.
2. In-Home Therapy Services must be delivered by a provider with demonstrated infrastructure to support and ensure
  - a. Quality Management /Assurance
  - b. Utilization Management
  - c. Electronic Data Collection
  - d. Clinical and Psychiatric Expertise
  - e. Cultural and Linguistic Competence
3. In-Home Therapy Services include, but are not be limited to the following:
  - a. A comprehensive home-based, behavioral health assessment inclusive of the age appropriate version of the Massachusetts CANS that occurs in the youth's home or another location of the family's choice.
  - b. Development of a youth- and family-centered treatment plan by the qualified clinician in collaboration with the youth, parent(s)/guardian(s)/caregiver(s), and with required consent, in consultation with other providers.
  - c. Review and modification of the treatment plan as necessary.
  - d. Review/update or development of a Safety Plan and/or other Crisis Planning Tools (Safety Plan, Advance Communication to Treatment Providers, Supplements to Advance Communication and Safety Plan, Companion Guide for Providers on the Crisis Planning Tools for Families) in collaboration with the youth and parent/guardian/caregiver.
  - e. Intensive Family Therapy that may include working with the entire family, or a subset of the family, to implement focused, structural, strategic, or behavioral techniques, or evidence-based interventions to enhance problem-solving, limit-setting, risk management/safety planning, communication, skill-building to strengthen the family, and to advance therapeutic goals or improve ineffective patterns of interaction

<p>Components of Service (cont.)</p>	<ul style="list-style-type: none"> <li>f. Identification of community resources and development of natural supports for youth and parent(s)/caregiver(s) to support and sustain achievement of the youth’s treatment plan goals and objectives.</li> <li>g. Phone and face-to-face coordination with collateral providers, state agencies, ESP/Mobile Crisis Intervention, and other individuals or entities that may impact the youth’s treatment plan, subject to required consent.</li> <li>h. Referral and linkage to appropriate services along the continuum of care.</li> <li>i. Coaching in support of decision-making in both crisis and non-crisis situations</li> <li>j. Skills training for youth and parent(s)/caregiver(s)</li> <li>k. Monitoring progress on attainment of treatment plan goals and objectives.</li> </ul> <ol style="list-style-type: none"> <li>4. The In-Home Therapy Services provider develops and maintains policies and procedures relating to all components of In-Home Therapy Services. The provider ensures that all new and existing staff will be trained on these policies and procedures.</li> <li>5. The In-Home Therapy Services provider operates from 8 a.m. to 8 p.m., seven days per week, 365 days per year.</li> <li>6. The In-Home Therapy Services provider has 24-hour urgent response accessible by phone to the youth and family, 365 days a year. In the event of an emergency, the In-Home Therapy Services provider engages the ESP/Mobile Crisis Intervention (24 hours a day, 365 days a year) and supports the Mobile Crisis Intervention team to implement efficacious intervention. An answering machine or answering service directing callers to call 911, ESP/Mobile Crisis Team, or to go to a hospital emergency department (ED), is not acceptable.</li> <li>7. The In-Home Therapy Services provider, when requested by the family, will also accompany the family to meetings about the youth’s behavioral health treatment needs in schools, day care, foster homes, and other community-based locations. All meetings are scheduled at a time and location that are convenient for the youth and family.</li> <li>8. In-Home Therapy Services are delivered in a manner that is consistent with Systems of Care philosophy.</li> </ol>
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## Staffing Requirements

1. The In-Home Therapy Services team employs a multidisciplinary model, with both professional and paraprofessional staff. The professional staff is trained in working with youth, and their families, including training in family therapy, and paraprofessional staff is capable of providing family members with therapeutic support for behavioral health needs:
2. The In-Home Therapy Services provider ensures that a licensed, master's level, senior clinician provides adequate supervision to professional and paraprofessional staff on a weekly basis.
3. The In-Home Therapy Services team will have access to psychiatric expertise for consultation as needed. The team includes a board-certified or board-eligible child psychiatrist or a child-trained mental health psychiatric nurse clinical specialist, who are available during normal business hours for consultation related to treatment planning, medication concerns, and crisis intervention on an as needed basis. The psychiatric clinician is available for provider consultation within one hour.
4. A senior-level, licensed clinician trained in working with youth is available to the staff and the supervisor 24 hours a day, seven days a week for consultation on an as needed basis.
5. Qualified staff is certified to administer the CANS-MA version.
6. The In-Home Therapy Services provider ensures that all staff, upon employment and annually thereafter, before assuming their duties, complete a training course that minimally includes the following:
  - Overview of the clinical and psychosocial needs of youth and families being served.
  - Systems of Care principles and philosophy
  - Principles of Rehabilitation and Recovery
  - Role within a Care Planning Team
  - Ethnic, cultural, and linguistic considerations of the community
  - Community resources and services
  - Family-centered practice
  - Family Systems

<p>Staffing Requirements (cont.)</p>	<ul style="list-style-type: none"> <li>• Behavior management coaching</li> <li>• Social skills training</li> <li>• Psychotropic medications and possible side effects</li> <li>• Risk management/safety planning</li> <li>• Family driven crisis planning/management</li> <li>• Introduction to child-serving systems and processes (DCF, DYS, DMH, DESE, etc.)</li> <li>• Basic IEP and special education information</li> <li>• CHINS/juvenile court issues</li> <li>• Managed Care Entities' performance specifications and medical necessity criteria</li> <li>• Child/adolescent development including sexuality</li> <li>• Conflict resolution</li> </ul> <p>Documentation of the provider's training curriculum is made available upon request.</p> <p>7. In-Home Therapy Services staff is knowledgeable about available community mental health and substance use disorder services within their natural service area, the levels of care, and relevant laws and regulations, and are familiar with Systems of Care philosophy and Wraparound planning process. They also have knowledge about other medical, legal, emergency, and community services available to the youth and family.</p> <p>8. The In-Home Therapy Services provider provides for all staff supervision commensurate with licensure level and consistent with credentialing criteria. Appropriately credentialed professionals with specialized training in family, adolescent, and child treatment will provide supervision.</p>
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## **Service, Community, and Collateral Linkages**

1. The In-Home Therapy Services team maintains a linkage and working relationship with the local ESP/Mobile Crisis Intervention team in their area in order to provide youth and their families with seamless and prompt access to In-Home Therapy Services upon referral from a Mobile Crisis Team following a crisis period or to ESP/ Mobile Crisis Intervention team in an emergency.
2. The In-Home Therapy Services team promotes linkages with outpatient treaters by assisting the youth and family in attending outpatient appointments, including medication monitoring and psychiatric services.
3. If referral to a higher level of care (e.g., Crisis Stabilization, CBAT, IP) is necessary, the In-Home Therapy Services team provides a focused treatment plan to help guide and expedite treatment by the provider of the higher level of care.
4. When state agencies (DMH, DCF, DYS, DPH, DESE/LEA, DDS, probation office, the courts) are involved with the youth, and with appropriate consent, the In-Home Therapy Services provider will include these agencies in the development of any treatment and safety planning with the youth/family. Contact with these agencies will be maintained as appropriate for the duration of the service.
5. The In-Home Therapy Services provider maintains procedures to ensure access to emergent medical care for youth and as needed.

<b>Quality Management (QM)</b>	
	The In-Home Therapy Services provider participates in all network management, utilization management, and quality management initiatives and meetings.
<b>Process Specifications</b>	
<b>Treatment Planning and Documentation</b>	<ol style="list-style-type: none"> <li>1. The In-Home Therapy Services provider is available 24 hours a day, seven days a week, 365 days a year to take referrals. Telephone the parent/caregiver within one calendar day of referral, including self-referral, to offer a face-to-face interview with the family within 24 hours for at least 75% of the clients and no more than 14 days for 100% of clients. Providers are required to engage in assertive outreach regarding engaging in the service, track the outreach, and follow-up.</li> <li>2. Fourteen days is the Medicaid standard for the timely provision for services established in accordance with 42 CFR 441.56(e). The 14-day standard begins from the time at which the family has been contacted.</li> <li>3. Providers must maintain a waitlist if unable offer a face-to-face interview and initiate services within one calendar day of contact with the parent/caregiver.</li> <li>4. The In-Home Therapy Services provider participates in discharge planning at the referring treating facility/provider location. If the referral is initiated as a diversion by a Mobile Crisis Team in an effort to divert out of home placement or psychiatric hospitalization, the In-Home Therapy Services provider makes every effort to meet with the youth and parent/guardian/caregiver and the Mobile Crisis Team clinician at the time of referral or as soon as possible thereafter.</li> <li>5. With the youth's and parent/guardian/caregiver's consent, the In-Home Therapy Services team will visit the youth and family in any safe setting within 24 hours of the referral if referred from an inpatient unit/CBAT/Crisis Stabilization. If referred from a Mobile Crisis Team, the first In-Home Therapy meeting will be offered within 24 hours of the initial referral or as negotiated with the youth and parent/guardian/caregiver and the Mobile Crisis Team in any safe setting. Initial treatment goals and planning will be initiated at this meeting.</li> </ol>

<p>Treatment Planning and Documentation (cont.)</p>	<ol style="list-style-type: none"><li>6. When the youth is referred or assessed by a Mobile Crisis Team, inpatient unit, CBAT, or Crisis Stabilization, the In-Home Therapy Services provider obtains a copy of the Mobile Crisis Team's or inpatient unit/CBAT/Crisis Stabilization's assessment and focal treatment plan (including the MA CANS if completed) and includes their recommendations in the youth's initial In-Home Therapy Services treatment/care plan.</li><li>7. The In-Home Therapy Services provider completes an initial assessment within 24 hours of meeting with the youth and family, which clarifies the "main need /focal problem," the contributing factors to the main need from multiple life domains, and matching interventions with an emphasis on youth/family interactions and skill building..</li><li>8. When the youth is receiving ICC, the In-Home Therapy Services provider participates in all Care Planning Team (CPT) meetings as a member of the CPT. The In-Home Therapy treatment plan must reflect a goal(s) on the ICP and treatment planning and delivery must be synchronized with ICC.</li><li>9. Within 48 hours of first contact, the In-Home Therapy Services provider assesses the safety needs of the youth and family. The In-Home Therapy Services provider, with the consent of and in collaboration with the youth and family, guides the family through the crisis planning process that is in line with the family's present stage of readiness for change. This includes a review and use of the set of Crisis Planning Tools (Safety Plan, Advance Communication to Treatment Providers, Supplements to Advance Communication and Safety Plan, Companion Guide for Providers on the Crisis Planning Tools for Families) where appropriate and in accordance with the Companion Guide for Providers. As the family chooses, the In-Home Therapy provider engages existing service providers (e.g., Intensive Care Coordination, outpatient provider, etc.) and/or other natural supports, as identified by the youth and family, to share in the development of the Safety Plan and/or other Crisis Planning Tools. These tools are reflective of action the family believes may be beneficial.</li></ol>
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<p>Treatment Planning and Documentation (cont.)</p>	<p>This may include, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Contacts and resources of individuals identified by the family who will be most helpful to them in a crisis;</li> <li>• Goal(s) of the Safety Plan as identified by the family;</li> <li>• Action steps identified by the family</li> <li>• An open-format (the second side of the Safety Plan) that the family can choose to use as needed.</li> </ul> <p>If a youth already has an existing set of Crisis Planning Tools, the In-Home Therapy Services provider will utilize the tools as they apply to the current situation and/or reassess their effectiveness. Where necessary the In-Home Therapy Services provider collaborates with the youth’s parent/guardian/ caregiver(s) and other provider(s), to build consensus for revisions to the tools and to share them as directed by the family.</p> <p>The In-Home Therapy Services provider reassesses the safety needs of youth and family as clinically indicated. The In-Home Therapy Services provider reviews and updates the set of Crisis Planning Tools with the youth and family and others as directed by the family. The set of tools is reviewed and updated as needed, but at a minimum after an encounter with the ESP/Mobile Crisis Intervention Team staff and at the time of discharge from a 24-hour facility. With signed consent, the In-Home Therapy Services provider ensures that a written copy of any current Crisis Planning Tools is sent to and maintained by the local ESP/Mobile Crisis Intervention Team as directed by the family.</p> <p>10. The In-Home Therapy Services provider completes a comprehensive clinical assessment that includes the CANS-MA version within 14 calendar days of the initial contact. All relevant assessments or evaluations are requested from prior/current treaters with proper consent. The assessment includes the strengths and needs of the youth and family. The In-Home Therapy Services provider completes a treatment plan, including a set of Crisis Planning Tools, strengths of the youth and family within 14 calendar days of first contact. Evidence-based or best-practice models that match the main need/focal problem are recommended to guide treatment planning and interventions. The treatment plan is solution-focused with clearly defined interventions and measurable outcomes to assist the youth and family members in their environment to help the youth to achieve and maintain stabilization.</p>
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<p>Treatment Planning and Documentation (cont.)</p>	<p>11. In developing this treatment plan, the provider consults with the youth, the parent(s)/guardian(s)/caregiver(s), In-Home Therapy Services supervisors, outpatient treaters, agencies involved with the youth/family, and the In-Home Therapy Services program’s multidisciplinary team. All parties involved, including the youth, sign the treatment/care plan. The plan is updated as needed and signed by the multidisciplinary team. In-Home Therapy Services provider’s treatment plans must be synchronized with other provider’s existing plans. The In-Home Therapy Services provider documents in the progress note in the youth’s service record all services provided (e.g., face-to-face, phone, and collateral contacts) and progress toward measurable behavioral goals.</p> <p>12. If the youth and/or parent/guardian/caregiver are unable or unwilling to keep an appointment, the In-Home Therapy Services team attempts to contact the parent/guardian/caregiver immediately and documents this contact, including unsuccessful attempts, in the youth’s service record.</p>
<p>Discharge Planning and Documentation</p>	<p>1. The In-Home Therapy Services provider assists the youth and parent/guardian/caregiver in accessing other levels of care when clinically indicated and identified in the comprehensive assessment.</p> <p>2. The In-Home Therapy Services provider includes the anticipated date for discharge in the initial and comprehensive treatment/care plans.</p> <p>3. When clinically or legally indicated, and with informed consent, family members, significant others, and all providers involved in care are involved in the discharge planning process. The youth and parent/guardian/caregiver are involved in the disposition planning process. Such involvement will be noted within the discharge summary and treatment/care plan.</p> <p>4. If the youth and/or parent/guardian/caregiver terminate the services without notice, the In-Home Therapy Services provider makes every effort to contact the youth and parent/guardian/caregiver to re-engage them in the treatment and to provide assistance for appropriate follow-up plans (i.e., schedule another appointment, facilitate a clinically appropriate service termination, or provide appropriate referrals). Such activity is documented in the youth’s service record.</p>

<p>Discharge Planning and Documentation (cont.)</p>	<ol style="list-style-type: none"> <li>5. The In-Home Therapy Services provider includes in the discharge plan, at a minimum: <ol style="list-style-type: none"> <li>a. identification of the youth’s needs according to life domains;</li> <li>b. a list of services that are in place post-discharge and providers arranged to deliver each service;</li> <li>c. a list of prescribed medications, dosages, and possible side effects; and</li> <li>d. treatment recommendations consistent with the service plan of the relevant state agency for youth who are also DMH clients or youth in the care and/or custody of DCF, and for DDS, DYS, and uninsured DMH clients.</li> </ol> </li> <li>6. Prior to discharge, with consent, an updated Safety Plan and/or other Crisis Planning Tools is developed in conjunction with the youth parent(s)/guardian(s)/caregiver(s) and all providers of care, where appropriate. The purpose of this plan is to strengthen bridges within the family, the informal support network, and the formal treatment network as appropriate to each family. Its goal is to reduce or manage worsening symptoms, promote positive behaviors, prevent or reduce the risk of harm or defuse dangerous situations.</li> <li>7. The In-Home Therapy Services provider gives a written aftercare plan, a Safety Plan or set of Crisis Planning Tools, and treatment summary to the youth and parent/guardian/caregiver at the time of discharge and, with consent, to the outpatient, ICC, or other community-based provider, PCC/PCP (primary care clinician or provider), school, and other entities and agencies that are engaged with or significant to the youth’s aftercare.</li> <li>8. Well-child primary care visits are scheduled/attended prior to discharge, if a primary care visit is indicated based on the EPSDT periodicity schedule.</li> </ol>
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