

DWMHA Policy Review

Quality Operations Technical Assistance Workgroup Meeting

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Customer Service



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Objective

Review the following DWMHA policies:

Peer Services

Recovery

Dreams Come True

Application

Peer Services, Recovery, Dreams Come True

- DWMHA board, administrative, contractual staff, access center, provider network, and crisis services vendors
- Service groups: adults, children, I/DD, SMI/SEI, SED, SUD, Autism
- contracts/service lines: MI-HEALTH LINK, Medicaid, SUD, Autism, Grants, General Fund

Theme

Peer Services, Recovery, Dreams Come True

Community Inclusion

Peer Services

Effective 4/23/2019

It is the policy of Detroit Wayne Mental Health Authority (DWMHA) that the network of direct contractors and subcontractors provide peer services.

Purpose

- The purpose of this policy is to guide direct contractors and subcontractors in the provision of peer services.

Standards

Two categories

- Peer providers
 - Peer Support Specialists
 - Peer Mentors
 - Recovery Coaches
 - Parent Support Partners
 - Youth Peer Support Specialists
- Drop-in centers

Standards

- Certification based on MDHHS approved curriculum

Standards

- Individuals employed to become certified peers (non-certified peers) and awaiting training must be on record with DWMHA, and certified within one year of their start date as either:
 - Aide in a setting to provide community living supports; and/or
 - Supports Coordinator Assistant or Case Management Assistant under the direct supervision of a QMHP, QIDP, SATS, or CMHP

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Standards

- DWMHA Providers, their direct contractors and sub-contractors shall develop and implement policies and procedures to ensure that beneficiaries are informed of the various options for peer services

Standards

- Medicaid covered peer services must address an individual's medical necessities, goals and objectives and documented in a person-centered plan.
- Documentation must include the amount, scope and duration of services. Progress notes are to be written to describe services and supports being provided.

Standards

- When documenting peer services, an encounter entry must be generated for each encounter. An encounter is defined as an activity which is tabulated in 15 minute intervals, documented on a service activity log as part of the treatment
- Peer services must be documented and reported utilizing the appropriate reporting codes, i.e., H0046 for Peer Mentor Services

Standards

- Peers shall be employed full-time, part-time, or on a contractual basis, and treated as traditional mental health staff, which includes ongoing professional development and training.
- Peers must receive fair market wages and benefits that are based on years and extent of education, experience, and skill levels.

Standards

- Drop-in Centers are peer-run organizations:
 - DWMHA PIHP liaison
 - Drop-in Center and the PIHP contract
 - 501c(3) non-profit
 - Non-network provider site
 - Facilitate consumers' ability to handle finances
 - Support consumer autonomy and independence in making day-to-day decisions pertaining to the

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 - 501c(3) non-profit
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 - Facilitate consumers' ability to handle finances and support consumer autonomy and independence in making day-to-day decisions pertaining to the program
 - Staff and board of directors are 100% primary consumers

Standards

- Consumers are permitted to use drop-in centers anonymously.
- Participants are not required to have drop-in center services included in their person-centered plan, or as part of their services

Recovery

- Effective of 4/23/2019
- It is the policy of Detroit Wayne Mental Health Authority (DWMHA)) that all members of its workforce promote a recovery environment for all served

Purpose

- The purpose of this policy is to ensure the development of a recovery-enhancing environment in which all members of the behavioral health (mental health and substance use) workforce possess the attitudes, awareness, and competencies to promote the shift from a curative model of care to a recovery-oriented service system.

Standards

- SAMHSA's (2012) four major dimensions:
 1. Health
 2. Home
 3. Purpose
 4. Community

Standards

1. Recovery emerges from hope
2. Recovery is person-driven
3. Recovery occurs via many pathways
4. Recovery is holistic
5. Recovery is supported by peers and allies
6. Recovery is supported through relationships and social networks
7. Recovery is culturally based and influenced
8. Recovery is supported by addressing trauma
9. Recovery involves individual, family, and community strengths and responsibility
10. Recovery is based on respect

Standards

All members of the workforce:

- All staff
- Service delivery professionals
- Leadership/Administrative

Standards

- All members of the workforce including office personnel, property caretakers, drivers and volunteers, security guards, secretarial, board members etc. shall:

Dreams Come True

- Effective 2/1/2019
- It is the policy of Detroit Wayne Mental Health Authority (DWMHA) to offer the Dreams Come True Fund for Community Inclusion (“the Fund”)

Purpose

- The purpose of this policy is to outline the award and administration process for the Fund

Standards

- Discretionary account for the Fund
- Oversight entrusted to the DWMHA Constituents' Voice
- Fund of last resort for individuals and issued
- Active DWMHA recipients

Standards

- Advances community inclusion:

valued sense of participation and interaction in
everyday life

Standards

Community Inclusion dimensions:

- Housing
- Employment
- Education
- Health/Wellness
- Arts/Sports
- Citizenship/Civic Roles
- Valued Social Roles
- Peer Support
- Self-Determination

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