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Behavioral Health Agency Service Plan

Approval Date: 10/3/2025

Approved By: President/CEO

Effective Date: 10/3/2025

Original Date: 10/3/2025

Purpose:

Community Action Committee (CAC) & Valley View Health Centers (VVHC) Outpatient Mental Health & Substance Use Disorder (SUD) Counseling and Case Management Services Service Plan and Description. Aligned with OMHAS 5122-29-03 & ODADAS 3793:2-1-08 Mission, Vision, and Goals.

CAC Mission: To end poverty by empowering and improving people's lives while building strong communities.

CAC Vision: To grow independent, healthy lives while leading the charge to end poverty.

VVHC Mission: To provide affordable, high-quality healthcare for all.

Program Goal: To provide person-centered, evidence-based interventions that promote individual recovery, improve functioning, and support resilience so individuals can actively participate in their lives and communities.

Procedure:

Written Description of Each Service Provided and Description of Services Provided (Including Levels of Care)

Services include:

- Outpatient Mental Health and SUD Counseling:
 - *Individual therapy (Adult, Adolescent, Child)*
 - *Family therapy*
 - *Group therapy*
 - *Crisis intervention and referrals (as needed)*
 - *Delivered face-to-face or via telehealth.*
- Case Management Services:
 - *Community Psychiatric Supportive Treatment (CPST)*
 - *Therapeutic Behavioral Services (TBS)*

Each service is goal-directed, structured, and tied to the individual's Individual Service Plan (ISP). Services are adjusted in level and intensity based on individual need and progress.

Qualified Providers:

- Licensed professionals including LSW, LISW, LPC, LPCC, LCDC, LICDC.
- Case Management (CPST/TBS) staff meet standards per OAC 5122-29-17 and 5122-29-18.

Schedule of Days and Hours of Operation

- Standard Office Hours:
Monday – Friday, 7:30 AM to 6:00 PM (excluding legal holidays).
- Service Locations:
Services are provided:
 - At agency sites
 - In community/natural environments (e.g., homes, schools), ensuring privacy.

Needs and Characteristics of the Population Served

Services are provided to:

- Children & Adolescents (ages 4–18):
Must meet DSM-V and medical necessity criteria; SUD services require parental/guardian permission.
- Adults (ages 19–100):
Must meet criteria for:
 - Serious Mental Illness (SMI)
 - Serious Emotional Disturbance (SED)
 - Substance Use Disorder (SUD)
 - Emotional disturbance or adjustment disorders

Inclusion of family, legal guardians, and significant others is encouraged when beneficial to treatment outcomes.

Goals and Scope of Service

Overall Goals:

- Promote recovery and resilience
- Support self-sufficiency and independence
- Enhance functioning in home, school, work, and community settings
- Ensure timely, coordinated care

Scope Includes:

- Assessment and diagnosis
- Individualized treatment planning (ISP within 5 sessions; 7 days for SUD)
- Clinical interventions (individual, family, group therapy)
- Case coordination and support services (CPST, TBS)
- Use of evidence-based practices (EBPs) aligned with current research and fidelity models
- Integration with other care providers when necessary
- Ongoing outcome measurement (e.g., PHQ-9 for depression)

Services Offered Through Referral or Affiliations

Internal Referrals:

- Handled through HIPAA-compliant procedures
- Facilitated within VVHC locations or via general BH line

Community Referrals:

- Processed at each location
- Includes referrals to:
 - Crisis stabilization units
 - Emergency departments
 - Residential or inpatient programs
 - Wraparound or supportive housing services
- Provider Responsibilities:
 - Maintain communication and coordination
 - Ensure continuity of care
 - Follow-up and aftercare planning

Revisions and Updates to Service Descriptions

- Service descriptions are reviewed regularly and updated whenever there is a change in:
 - Services offered
 - Population served
 - Schedule or locations
 - Referral partnerships
 - Regulatory or accreditation requirements

Public Access to the Service Plan

- Service plans and descriptions are made available to:
 - Individuals served
 - Families, guardians, and significant others
 - General public, located on website and upon request

Methods of Access:

- Hard copies available at service locations
- Digital copies upon request
- Accessible formats (e.g., large print, alternate languages) are provided as needed

Supporting Procedures and Clinical Standards

- Individual Service Plans (ISPs): Developed collaboratively and reviewed regularly
- Documentation: Timely progress notes (within 48 hours), treatment updates
- Evidence-Based Practices: Regular review and training, fidelity to models
- Quality Assurance: Ongoing case review, peer review, client satisfaction surveys
- Client Rights & Confidentiality: Upheld in all clinical practices and record-keeping

