


<b>GUAM BEHAVIORAL HEALTH AND WELLNESS CENTER</b>		
<b>TITLE:</b> Adult Mental Health Outpatient Program Description and Scope of Services	<b>POLICY NO:</b> CL-AMHOP-01	Page 1 of 4
<b>RESPONSIBILITY:</b>		
<b>APPROVED BY:</b>  THERESA C. ARRIOLA, DIRECTOR	<b>DATE OF ORIGINAL APPROVAL:</b> 4/21/2021	
	<b>LAST REVIEWED/REVISED:</b>	

**PURPOSE:**

To provide an overview of the adult outpatient mental health program description and scope of services, that will guide staff in the delivery of such services at the Guam Behavioral Health and Wellness Center (GBHWC). This policy will meet the Commission on Accreditation of Rehabilitation Facilities (CARF) standards section 2A.1, 2A.3 and 2A.9.

**POLICY:**

- A. Guam Behavioral Health and Wellness Center is the sole state entity providing public mental health services. It serves the entire population island of Guam who may be in need of outpatient mental health services. Services are offered regardless of the person's ability to pay.
- B. The Adult Mental Health Outpatient Program is under the Clinical Services Division. It is offered across the adult lifespan beginning at the age of 18 years for people who may be experiencing a variety of life, emotional and mental health issues from adjustment to life stresses to serious mental illness.
  1. Services will be provided in the outpatient settings within GBHWC main facility, and in the community Monday – Friday 8:00 – 5:00 pm excluding government of Guam holidays.
  2. Services at GBHWC main facility is open 24 hours a day, 7 days a week for crisis intervention and inpatient services.
- C. Eligibility Criteria are as follows:
  1. Include 18 years and old who have an emotional, behavioral, or mental disorder diagnosable under the Diagnostic and Statistical Manual of Mental Disorders (DSM-5) or its International Statistical Classification of Diseases and Related Health Problems (ICD-10-CM or ICD-11-CM) equivalents, or subsequent revision (with the exception of the DSM-V "V" codes, substance use disorders and developmental disorders, unless they co-occur with another diagnosable serious emotional, behavioral, or mental disorder which requires and can reasonably be expected to respond to therapeutic intervention; or
  2. The individual has a chronic affective illness, schizophrenia, or a refractory behavioral disorder, which by history, has required hospitalization.
  3. There are significant symptoms that interfere with the individual's ability to function in at least one life area.
  4. There is an expectation that the individual has the capacity to make significant progress toward treatment goals or treatment is necessary to maintain the current level of functioning.
- D. Discharge criteria are as follow;
  1. The individual's documented treatment plan goals and objectives have been substantially met.
  2. The individual moved or relocated to a location not on Guam.

3. The individual is deceased.
4. The individual no longer meets admission criteria, requires a higher level of care or requires services outside the scope of GBHWC services.
5. The individual has not responded or been located by required outreach efforts after a missed appointment.
6. The individual is competent and non-participatory in treatment, or the individual's non-participation is of such degree that treatment at this level of care is rendered ineffective or unsafe, despite multiple, documented attempts to address non-participation issues.
7. The individual has not requested services or the individual hasn't been provided services for a continuous period of ninety (90) days.
8. The individual refuses to continue outpatient services.
9. The individual is not making progress toward treatment goals, and there is no reasonable expectation of progress at this level of care or treatment approach.

E. Behavioral health services are funded through blended GBHWC funds as determined by appropriations, grants and third-party payors.

## **PROGRAM PHILOSOPHY GOALS AND OBJECTIVE**

GBHWC's mission is to provide a culturally respectful, quality behavioral health services, that support and strengthen the well-being of the persons served, their families and the community in a safe environment. It envisions a healthy island, committed to promoting and improving the behavioral health and well-being of our community.

The Adult Mental Health Outpatient Program (AMHOP) are guided by the principle that most individuals with mental illness, can live successfully in integrated community settings when adequate individualized supports and services are provided. It supports the organization's mission, to provide the highest standard of care and strengthen our island community by enhancing every person's emotional and behavioral health through evidence-based practices that is person-centered and culturally responsible. The statement of values are the following;

1. AMHOP embraces the concept of wellness and recovery promoting hope, healing, empowerment and connection.
2. AMHOP uses person centered planning and integrated care approach.
3. AMHOP follow ethical guidelines to assure the well- being of consumers and the integrity of the services.
4. AMHOP work collaboratively with other programs to support the behavioral health needs of the individual.
5. AMHOP foster a nurturing environment.
6. AMHOP is knowledgeable about their behavioral health resources and programs
7. AMHOP stays informed and is knowledgeable with best practices, resources, and policy changes.
8. AMHOP staff attend local and national professional development opportunities to assure they remain highly qualified professionals.

The goals are to improve behavioral and physical health through treatment and services by promoting social wellbeing, preventing or reducing symptoms of mental illness, promote community integration, meet recovery needs and desires of consumers and protect the community.

**DESCRIPTION AND SCOPE OF SERVICES**

The Adult Mental Health Outpatient Program shall provide screening, assessments, evaluation, treatment (counseling/therapy, medication management), program development, suicide prevention activities and discharge planning as well as appropriate documentation of services. Specific services are delineated in the consumer information brochures.

<b>Services</b>	<b>Scope of Services</b>
Screening & Orientation	An initial process that screen consumers for eligibility to the program, or whether a service can be provided to the consumer based on their needs. Consumers will receive an introduction to GBHWC services, programs, rules and regulation, health and safety practices, and how services are delivered.
Intake Assessment	For needs related to mental illness includes an evaluation of the life domains of persons served including psychiatric, medical, financial, social, housing, vocational. Assessment instruments include PHQ and C-SSRS.
Treatment Planning	Individualized treatment planning based on the consumer's strengths, needs, abilities, and preferences. An interdisciplinary team involves at least the person serve and the assigned Lead Provider and can include a psychiatrist, a nurse, a clinician, a case manager, and others appropriate to-/requested by the person served. Treatment plans are reviewed quarterly or earlier as needed.
Treatment Model	<ul style="list-style-type: none"> <li>• Voyage to Recovery</li> <li>• Access to Recovery</li> <li>• Brief/solution-focused therapy</li> <li>• Cognitive-behavioral therapy</li> <li>• Rational-emotive therapy</li> <li>• Desensitization therapy</li> <li>• Rogerian/Client-centered therapy</li> <li>• Family-focused therapy</li> <li>• Women's and Men's Group therapy</li> <li>• Critical problem-solving skills</li> <li>• Dialectical Behavioral Therapy</li> </ul>
Medication Clinic	Psychiatric evaluation and treatment, pharmacologic management, nursing services, crisis intervention, psychiatric consultations and treatment referrals to other services/medical specialties when deemed appropriate.
Psychiatric Service	Psychiatric consultation, evaluations and treatment, crisis evaluations and interventions, medication evaluation, management and follow-up care services, verification of disability, treatment referrals to other services/medical specialties, when deemed appropriate through Medication Clinic.

Psychological Service	Assessment and testing, evaluations, clinical consultations, diagnosis and evidence based and culturally relevant psychotherapy.
Tele mental health	Direct care being provided through platforms such as video conferencing rather than traditional face to face encounter.
Counseling Service	Conduct assessments to evaluate, assess, diagnose and treat undesired behavior, develop individualized treatment plans, facilitate individual or group therapy sessions, psycho-education, make referrals and consultations with clinical team and medication management.
Case management Service	Care coordination, advocacy, medication management, develop individualized treatment plans and referral linkages to include; healthcare, housing, benefits, transportation, legal assistance, substance abuse support services, educational and vocational needs in working collaboratively with service providers and supports identified if appropriate. Psycho-education and supportive counseling.
Psycho-education	Education on wellness and recovery on the persons mental health issues and coping skills.
Community Home-Base/Home visits	Community outreach is conducted by various providers based on the person's primary concern. Community outreach services are established as a primary, direct service which provides support services in the community (i.e., the individual's home) to those persons for whom traditional outpatient services alone have not been effective. These services are for those persons with serious mental illness who would continue to experience admissions to the inpatient unit, incarceration, substance use/abuse, psychiatric emergencies, and/or homelessness without these services.)
Pharmaceutical Services	Procure, stock, and dispense medications listed on the GBHWC formulary in accordance with applicable procurement laws, rules, and regulations.

**STAFFING & CREDENTIALS:**

The Adult Mental Health Outpatient program is under the purview of the Clinical Services Division Administrator. The Clinical Administrator supervises the Adult Counseling Supervisor and the Community Social Services Supervisor. An organizational chart for the GBHWC Adult Mental Health Outpatient Program will delineate reporting structures for all staff working within the program and shall be updated regularly with any new changes at least annually.

**Staffing Ratio:** GBHWC Counselor to client ratio is 1 FTE Counselor to 30 clients, GBHWC Social Worker to client ratio is 1 FTE Social Worker to 40 clients factoring in the level of intensity needed. However, as the only publicly funded mental health services, clients are provided the services.

**Staffing Qualifications:**

Licensed Counselors must hold a master's degree or higher in the behavioral health field.  
 Social Workers must have a bachelor's degree or higher.  
 Licensed Clinical Psychologist must have a doctorate.



**GUAM BEHAVIORAL HEALTH & WELLNESS CENTER**

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**REVIEW AND ENDORSEMENT CERTIFICATION**

The signatories on this document acknowledge that they have reviewed and approved the following:

Policy Title: Adult Mental Health Outpatient Program

Policy No: CL-AMHOP-01

Initiated by: AMHOP

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