

SPECIALS

A. Specials services shall provide intensive, community based supports to individuals age eighteen (18) or older who have serious and persistent psychiatric disorders, or co-occurring psychiatric and substance use disorders who are experiencing a pre-crisis level of social or emotional distress and who are medically indigent. Medically indigent is defined as having no private or public health care coverage that will pay for the services to be provided by the contractor and no access to, or eligibility for, such coverage. Individuals who receive Specials services shall be referred to the Contractor by and assessed by the Local Mental Health Authority (LMHA). Such assessments shall determine that the individual is experiencing psychosocial stress, may decompensate, or needs to stabilize in a community setting; that potential risk management factors are minimal and will not affect the safety of the individual or assigned staff; and that lower levels of response, support, and intervention have been tried or otherwise ruled out.

B. Specifically, the contractor shall:

1. recruit and train a pool of Specials staff to be available on a 24-hour, 7 days per week basis;
2. collaborate with the LMHA to receive and process referrals and to assign one or more trained Specials staff;
3. provide face-to face support and, as needed, behavior, symptom, and environmental monitoring to individuals referred;
4. provide activities that include at a minimum, but are not limited to, support during transition from one setting to another; support to attend Alcoholics Anonymous, Narcotics Anonymous, or other self-help meetings; support to attend doctor’s appointments; court hearings; and support in the emergency room and during medical emergencies;
5. ensure that Specials staff report to a supervisor at the beginning of the shift, and periodically when on assignment.

C. The services shall be provided at the following location, with the capacity and hours of operation described below:

Location	Capacity	Hours of Operation
		24 Hours Per Day, 7 Days Per Week

D. The Contractor shall implement the programs and services described herein to result in the following outcomes on behalf of individuals served. Such outcomes shall be measured in the manner described herein. Outcome results achieved pursuant to these terms and conditions will be monitored by the Department through data reported by the Contractor to the Department’s information systems, in observations through site visits and/or in any other required reports. The Department’s outcome indicators for the Contractor’s funded services are as follows:

PERFORMANCE OUTCOME MEASURES

SPECIALS

OUTCOMES	MEASURES
1. Individuals will receive appropriate and timely service.	The average length of time to assign a Special will be no more than one (1) hour.

