

TRANSITIONAL RESIDENTIAL SERVICES

A. The Contractor shall provide transitional residential services to individuals age eighteen (18) or older who have serious and persistent psychiatric disorders, or co-occurring serious and persistent psychiatric disorders and substance use disorders and 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. Transitional residential services shall be provided in a congregate community residence with staff on site twenty-four (24) hours per day, seven (7) days per week. Participants may be transitioning from one level of services to another, from an inpatient setting to the community or awaiting a placement in a supportive housing program. The anticipated length of stay for all individuals utilizing transitional residential services shall not exceed thirty (30) days.

B. Specifically, the Contractor shall:

1. Provide participants with assistance in all areas of daily living, community integration, education assistance, self management of symptoms and medications, personal finances and budgeting, meal preparation, improving communication skills, and use of leisure time;
2. Provide case management services including liaison activities with identified providers of housing/residential services, and, as needed, assist with the coordination of housing resources to aid individuals in finding, obtaining and keeping safe, affordable housing;
3. Provide referrals to all necessary clinical services and facilitate connections to recovery supports;
4. Provide services that include, at a minimum: assessment of individuals’ strengths and needs; determination of individualized goals; linkages with substance abuse services; linkage to crisis intervention; social and community support; peer mentorship; supervision; and counseling as needed;
5. Develop with each individual, recovery goals to ensure the successful participation in community services and supports during the transition period.

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

Location	Capacity	Unduplicated clients served	Hours of Operation

D. The Contractor’s service shall meet the required utilization rate for transitional residential services. The contractor’s utilization rate shall be measured by the number of client days utilized as reported to the Department’s information system and in the required monthly service reports. The minimum acceptable utilization rate for the residential program funded by the Department is 90 % of the maximum attainable number of client days as determined by multiplying the client capacity for each funded program as stated in section B above by three hundred sixty-five (365). Utilization for all funded treatment services shall be computed based on total program capacity.

E. 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 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 the required monthly service reports. The Department’s client outcome indicators for the contractor’s funded services are as follows:

PERFORMANCE OUTCOME MEASURES

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OUTCOMES	MEASURES
1. Contractor will meet reporting requirements in a timely manner.	Department required data will be submitted to the Departments' data collection system no later than the 15 th day of each month.
2. Contractor will meet the expected utilization rate or annual projection of individuals to be served for this level of care.	A utilization rate of at least 90% will be achieved.
3. Individuals will report satisfaction with their services.	At least 80% of respondents to the Department's consumer satisfaction survey will rate services positively in each of the domains of access to services, quality of services, outcomes, participation in treatment planning, respect, recovery and general satisfaction with services.
4. Individuals will successfully complete treatment.	At least 60% of individuals discharged will have substantially completed the objectives identified on their recovery plans.
5. Individuals will receive follow-up care promptly.	At least 90% of individuals who have successfully completed treatment will have at least one (1) residential admission within thirty (30) days of discharge.
6. Individuals will improve or maintain their living situation.	At least 95% of individuals served annually will improve or maintain their living situation.