



## COMMUNITY SUPPORT PROGRAM FOR INDIVIDUALS WITH JUSTICE INVOLVEMENT (CHI-JI)

### **PURPOSE**

Performance specifications are intended to enhance MassHealth Enrollee experience and outcomes by promoting transparency and consistency across Plans and providers. Performance specifications are expectations imposed on providers who contract for these specific and related services. Information contained in this document is based on publicly available documents, Plan expectations, your contract, and MassHealth guidance. This information should be and will look materially like any other MassHealth contracted Plan. Performance specifications, your provider manual, and other requirements can be found at [providerexpress.com](https://providerexpress.com).

Providers contracted for this level of care or service are expected to comply with applicable regulations set forth in the Code of Massachusetts Regulations, and all requirements of these service-specific performance specifications. In addition, providers of all contracted services are held accountable to the General Performance Specifications. Where there are differences between the service-specific and General Performance Specifications, the service-specific specifications take precedence.

### **OVERVIEW**

**Community Support Program for Individuals with Justice Involvement (CSP-JI)** provides support services to Enrollees who have experience with re-entry, parole supervision, and/or probation supervision (as further described in CSP-JI medical necessity criteria). CSP-JI is a community-based service coordination and support program that coordinates the behavioral health needs and community tenure sustainment needs of these Enrollees. CSP-JI coordinates with a similar program, Behavioral Health Supports for Justice Involved Individuals (BH-JI); BH-JI is provided to individuals while incarcerated and in the community to individuals with justice involvement not enrolled in managed care.

Community-based service coordination and support services such as CSP-JI are intended to maximize the ability of Enrollees who are experiencing re-entry, parole supervision, and/or probation supervision to engage with behavioral health services and attain and maintain tenure within the community. Providing low-threshold, high support services to Enrollees with justice involvement has been shown to significantly decrease the likelihood of admission to a 24-hour facility.

The following Community Support Program for Individuals with Justice Involvement (CSP-JI) performance specifications are a subset of the Community Support Program (CSP) performance specifications. As such, CSP-JI providers agree to adhere to both the CSP performance specifications and to the CSP-JI performance specifications contained within. Where there are differences between the CSP and CSP-JI performance specifications, these CSP-JI specifications take precedence.

## **SERVICE COMPONENTS**

1. The CSP-JI provider assertively provides outreach, service coordination, monitoring, follow-up, and general assistance to Enrollees in managing barriers that may impede access to services, supports, or the progress of recovery. In doing so, the provider supports the Enrollee to maintain community tenure. For example:
  - a) Implement the Enrollee support plan
  - b) Assist with making and keeping appointments
  - c) Assist with obtaining and maintaining housing
  - d) Assist with accessing social services, benefits
  - e) Provide warm hand-off to post BH-JI supports
2. To receive the case rate for CSP-JI, the provider must document and be able to demonstrate completion of the following minimum activities with all Enrollees on the case:
  - a) Up to daily contact for the 1<sup>st</sup> month, then as needed.
  - b) Connections can be made in person, over the phone, via telehealth, or by text provided that the Enrollee is engaged and responsive. These ongoing connections must support the Enrollee in working towards the goals in the Support Plan.
  - c) The provider must be able to demonstrate that they are fulfilling the requirements of the performance specification, including the minimum Enrollee interaction required for the daily case rate.
  - d) Sufficient time must be spent on case-related work without the Enrollee present to assist the Enrollee in accomplishing goals (e.g., phone calls to providers, identifying materials).
  - e) These activities are intended to support the work with the Enrollee but not replace actual connections between the provider and the Enrollee.

## **STAFFING REQUIREMENTS**

1. The provider complies with the staffing requirements of the applicable licensing body, the staffing requirements in the Plan service-specific performance specifications, and the credentialing criteria outlined in the Plan Provider Manual.
2. The CSP-JI provider is staffed with bachelor-level paraprofessionals and/or individuals with three years of relevant work experience or lived experience. The provider ensures no greater than a 1:17 case ratio for each staff member (paraprofessional or equivalent work experience). Those organizations that have staff members who do not meet these criteria may apply for a waiver through the Plan's waiver process.
3. The CSP-JI provider is staffed to offer 24-7 on-call crisis support.
4. The CSP-JI provider is staffed to offer support while Enrollee is in a 24-7 facility.
5. CSP-JI staff members are capable of meeting community support needs relative to psychiatric conditions for adults, as well as issues related to substance use and co-occurring disorders, and medical issues. CSP-JI staff can provide services to individuals with justice involvement. CSP-JI programs include, at a minimum, staff members with specialized training in providing services to individuals with justice involvement, behavioral treatment, substance use and co-occurring disorders, and family treatment/engagement/education regarding psychiatric, substance use disorder recovery and medical issues.
6. CSP-JI staff are supervised by a licensed, master's-level clinician with training and experience in providing support services to adults and/or youth with behavioral health conditions. Supervision includes Enrollee-specific supervision, as well as a review of mental health, substance use disorder, core principles of working with individuals with justice involvement, and medical conditions and integration principles and practices.

7. The provider ensures that staff receive documented, annual training to enhance and broaden their skills that is designed to prepare individuals to serve as CSP-JI staff. The training program must be approved by EOHHS, and EOHHS or its designee offers trainings covering many of the topics listed in this section. In addition to the training topics listed in the general CSP specifications, the training topics include but are not limited to:
  - a) Principles of working with individuals with justice involvement, including:
    - i. Health impacts of incarceration;
    - ii. Familiarity with Cognitive Behavioral Therapy and Dialectical Behavioral Therapy;
    - iii. Criminal conduct and Substance Use Disorder treatment;
    - iv. Effective behavior change interventions for individuals with justice involvement in community settings;
    - v. Criminal thinking and anti-social traits;
    - vi. Crisis intervention;
    - vii. Treatments for individuals with justice involvement and mental health diagnoses;
    - viii. Working with individuals with a history of sex offenses; and
    - ix. Working with individuals with a history of arson or violence;
  - b) Motivational interviewing;
  - c) Accessibility and accommodations;
  - d) Trauma informed care;
  - e) Supporting the Enrollee:
    - i. Who has intellectual or developmental disabilities;
    - ii. Who are Deaf or hard of hearing;
    - iii. Who are blind, Deaf-blind, or visually impaired;
    - iv. Who are culturally and linguistically diverse, including individuals who are experiencing, or have a history of experiencing racism;
    - v. Who are women;
    - vi. Who are LGBTQIA;
    - vii. Who are elders;
    - viii. Who are veterans;
    - ix. Who are experiencing, or have a history of, homelessness or housing insecurity;
    - x. Who are experiencing or have a history of trauma; and
    - xi. Who have childcare obligations; and
  - f) Safety protocols
8. Safety Protocol: The provider maintains and adheres to a safety protocol, which, at a minimum, includes policies and procedures to ensure:
  - a) The right of staff to request that an Enrollee be changed to the caseload of a different staff person;
  - b) The ability to ensure safe and appropriate environments are available for providing CSP-JI services;
  - c) The safety of its staff and other Enrollees;
  - d) If home visits are conducted, they are conducted in a manner to maximize staff safety; and

- e) Enrollees are transported to appointments in a manner to maximize staff safety.
- f) That staff have access to an emergency distress signal system, such as an emergency phone application.
- g) Compliance with current guidance regarding the COVID-19 pandemic and other public health emergencies.

## **SERVICE, COMMUNITY AND OTHER LINKAGES**

1. With Enrollee consent, the provider consults and collaborates with family members, significant others, guardians, outpatient providers, PCPs and other medical providers, state agency representatives, day program staff, residential staff, Probation officers, Parole officers, and others who are involved in the Enrollee's treatment. Contraindication and/or refusal of consent is documented in the Enrollee's health record. Additionally, provider maintains written affiliation agreements with entities that refer a high volume of Enrollees to the provider and/or to which the provider refers a high volume of Enrollees.

## **PROCESS SPECIFICATIONS**

### **Assessment, Treatment Planning and Documentation**

1. The CSP-JI provider documents all services provided (e.g., face-to-face, phone, and collateral contacts) and progress toward measurable behavioral goals in the progress note in the Enrollee's health record.
2. If the referral source is a correctional facility, the CSP-JI provider, with Enrollee consent, will coordinate with the BH-JI provider conducting in-reach services.
3. The provider ensures that the CSP-JI service plan does not conflict with the Enrollee's Probation and Parole supervision plan, as applicable.
4. The CSP-JI service plan goals address the Enrollee's criminogenic needs, including interventions and strategies for developing alternative behaviors.

### **Discharge Planning and Documentation**

None

## **QUALITY MANAGEMENT**

1. The provider will develop and maintain a quality management plan that is consistent with their contractual responsibilities to Optum, and which utilizes appropriate measures to monitor, measure, and improve the activities and services it provides.
2. A continuous quality improvement process is utilized and may include outcome measures and satisfaction surveys to measure and improve the quality of care and services delivered to Enrollees, including youth and their families.
3. Clinical outcomes data must be made available to Optum upon request and must be consistent with the performance specifications of this service.
4. Providers must report any adverse incidents and other reportable events that occur to the relevant authorities.