



Delaware Health and Social Services

Department of Health and Social Services

***Division of Substance Abuse
and Mental Health***

PROMISE

*Promoting Optimal Mental Health for Individuals
through Supports and Empowerment*

September 2014



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Procedural Guidelines

- This Public hearing is being recorded and we will need you to speak clearly
- Each person who wants to speak may do so for up to
 - 5 minutes if you are representing an Organization
 - 3 minutes if representing self
- DSAMH will make every attempt to respond to your questions today. All questions and answers will be available on the DMMA & DSAMH websites posted on or before Oct.10, 2014
- To assist the speaker to complete the presentation without interruption, we ask that you hold your questions or comments until the Q/A session.
- Q/A session will begin immediately after the presentation.
- Purpose of this public hearing
 - CMS requires transparency by all States. There are many methods of transparency but at a minimum CMS requires all States to--
 - Publish documents describing the change
 - Conduct two public hearings
 - Accept comments, respond to questions and publish same



Background: Putting Policy into Practice

- On July 6, 2011, Delaware entered into an Olmstead suit settlement agreement with the United States Department of Justice to ensure that persons with mental illness are served in the most integrated settings appropriate to their needs.
- The overarching goal of the agreement is to ensure that people with mental illness can receive appropriate treatment in the community through:
 - The creation of a comprehensive community crisis system;
 - Statewide access to assertive community treatment teams, intensive case management teams, and care management;
 - Provision of housing vouchers and subsidies; and
 - Development of evidence-based supported employment, rehabilitation services, including substance abuse and educational services, and family and peer support services.



Background: Putting Policy into Practice Cont'd

- To assist in meeting many of the settlement agreement goals, Delaware has sought Medicaid authority for:
 - Federal reimbursement for crisis intervention, substance use disorder (SUD) treatment, and treatment by other licensed practitioners;
 - Home and community-based services for individuals in the settlement agreement target population through the State's new **PROMISE** program; and
 - Competitive procurement of vendors under **PROMISE** to enable the State to ensure providers meet the high quality standards required under the Olmstead settlement agreement.



Background: Partnering with State Agencies to Ensure Employment

- Delaware is emerging as a national leader in strategies to enable personal economic stability and opportunities for employment.
- A few efforts contributing to this success include:
 - DSAMH developing **PROMISE** to provide community-based, recovery-oriented services in the most integrated setting for individuals in recovery from mental illness and substance use, including important employment related services.
 - Delaware’s successful private/public partnership for the ***Stand By Me*** Program — assisting Delawareans to understand and manage their finances in order to increase their financial stability and future economic opportunities.
 - Department of Health and Social Services’ partnerships with the Division of Vocational Rehabilitation, Department of Education, and others to begin employment planning early in the recovery process to ensure a strong return on investment for education.
 - A cross-agency effort to develop the ***Pathways to Employment*** program — providing key employment supports for individuals with disabilities.



PROMISE — Program Goals

- The goals of **PROMISE** are:
 - Provide behavioral health (BH) supports in community-based settings.
 - Assist individuals with BH needs to work in a competitive work environment.
 - Provide individually tailored services for individuals with BH needs.
 - Improve clinical and recovery outcomes for individuals with BH needs.
 - Stretch limited State dollars.
 - Ensure that individuals with BH needs live in the community.
- **PROMISE** will modernize and improve the delivery of mental health and substance use services.
- Recovery-oriented services will be delivered according to a written person-centered plan of care, called a Recovery Plan, developed through a process led by the individual, including people he or she has chosen to participate.
- The person-centered planning process must identify the individual's physical and mental health support needs, strengths, preferences, and desired outcomes.
- For individuals receiving other Medicaid services, **PROMISE** will provide a coordinated approach to services.



PROMISE — Program Highlights

- ***PROMISE*** will serve any individual in Delaware who has BH needs and meets eligibility criteria. Medicaid and private insurance will be charged for any individuals with insurance coverage.
- ***PROMISE*** will be a stand-alone program under Delaware's Medicaid program for anyone with Medicaid coverage.
- Eligible individuals will be:
 - Over the age of 18 years;
 - Have a BH diagnosis;
 - Meet needs-based criteria: either a **moderate** or **severe** functioning level on the Delaware-specific *American Society for Addiction Medicine* assessment tool that evaluates both mental health and SUD conditions. The individual may also be found to continue to need at least one service or support in order to live and/or work independently.



PROMISE — Services and Supports

PROMISE will offer individually-tailored, community-based, and recovery-oriented services to help individuals live independently in the community:





***PROMISE* — Person-Centered Planning**

- Delaware is developing for *PROMISE* comprehensive quality strategies that is integrated with existing State quality strategies to ensure that services delivered produce positive results.
- There is no one size fits all service plan.
- Individuals in ***PROMISE*** will have the key voice, with support as needed, in directing planning and service delivery, and will indicate who they want to be involved.
- The person-centered planning process itself will:
 - Be timely and occur at times and locations of convenience to the individual;
 - Include strategies for solving conflict or disagreement within the process, including clear conflict of interest guidelines for all planning participants;
 - Offer choices to the individual regarding the services and supports they receive and from whom; and
- Success will be measured against individual's goals for recovery.



***PROMISE* — Measuring Success and Quality**

- Delaware is developing the quality strategy for ***PROMISE*** to make sure that the services delivered are having positive results.
- A key element of quality will be to:
“ensure that all mental health services funded by the State are of good quality and are sufficient to help individuals achieve positive outcomes, including increased integration and independence, and self-determination in all life domains (e.g., community living, employment, education, recreation, health care, and relationships), stable community living, avoidance of harms, and decreased hospitalization and institutionalization.”



Delaware Health and Social Services

- Questions? For information, please contact:
- For more information visit

http://dhss.deleware.gov/dsamh/files/1115_waiver_amendment081214.pdf

Division of Substance Abuse and Mental Health

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