

BHD Community Consultation Team

for Individuals with Intellectual and Developmental Disabilities
June 7, 2013

Services Offered:

- (1) Consultation to community providers
- (2) Staff development services
- (3) Crisis team

Description of Services

Consultation to community providers

The BHD Community Consultation Team (CCT) will be available to community-based providers of services to adults with intellectual and developmental disabilities. Potential service recipients include providers of residential services (group homes, adult family homes, etc.), providers of day program services, and Family Care MCO Interdisciplinary Teams (IDT's). The focus of this service is assisting in the development of individualized behavior support plans to address challenging behaviors presented by Family Care enrollees. Clinicians with extensive experience in behavior modification, as well as other CCT professionals, are available to work with case managers, residential staff, and others to try to problem solve around client behavioral as well as mental health issues.

Specific services available include functional behavioral assessments of clients, development of individualized behavior support plans, staff training on behavior plans, assessment of facility and staff needs, staff consultation and support, and serving as a liaison between stakeholders, providers, and potential providers. The CCT will maintain on-going involvement with clients in the community and increase or decrease this involvement as needed. Although behavioral challenges in the community can be expected, the focus of this service is on working in a preventative manner to diminish the likelihood of significant client behavioral and mental health crisis.

The CCT will be available to consult with other providers when clients are at least temporarily unable to remain in their community residence due to behavioral or mental health issues. This would include consultation with crisis or respite service providers in the community. If the client is brought to a local emergency room or crisis service, CCT staff can consult with them about the client's status. If the client is in need of acute psychiatric hospitalization at a local hospital, CCT staff would be available to consult with those staff and assist in transitioning the client back to the community.

Staff development services

The BHD Community Consultation Team (CCT) will offer a variety of educational and support services for community providers and their staff, as well as Family Care staff. One focus of this service will be a series of educational programs designed to increase staff job-related knowledge. This includes training aimed at new staff as well as "refresher" programs for more experienced staff. Specific topics covered include the nature of intellectual and developmental disabilities such as intellectual disability and

autistic disorders, understanding maladaptive behavior and mental illness, and basic behavior modification techniques. Other topics could be covered as needed. The focus is on providing community staff with more tools to successfully work with adults with intellectual and developmental disabilities.

A second focus of the staff development services is helping direct care providers in the community to better manage the demands associated with their jobs. While working with individuals with challenging behaviors can be quite rewarding, it can also be very demanding and stressful. This aspect of the service involves offering group support to providers as well as specific programming focused on stress management and personal well-being. The focus is on preventing staff burnout and turnover and facilitating staff morale and retention.

Crisis team

The BHD Community Consultation Team (CCT) will include a mobile crisis service that will be available to assist community care providers during client behavioral crises. The crisis team will be staffed with clinicians experienced in addressing behavioral issues and crisis intervention. The team will work with providers to try to diffuse the crisis or help arrange for temporary alternate services (for example, respite services), if available, based upon the current needs of the client.

The crisis team is just one component of an integrated crisis system available to help address the needs of adults with intellectual and developmental disabilities who are in behavioral or mental health crises. Other crisis services that may be utilized include crisis respite homes, a crisis line, BHD's Psychiatric Crisis Service (PCS) or other hospital emergency rooms, and BHD's Observation Unit. CCT staff will remain involved with the client as they transition through these various services and return to his or her community residence.

CCT staff will also be available to work with local law enforcement agencies. The focus of such involvement is on education regarding this population and helping officers to assist in a supportive manner when called for crisis situations in the community arising from a client's behavior.

Community Consultation Team Service Model

