



BHH Individual and Family Support Services

Date of Origin: 6/7/18

Modification Date(s): 6/14/18, 7/9/20, 8/18/23

Date of Last Review: 12/10/24

I. Purpose

To assist and support Behavioral Health Home (BHH) clients and/or their family in implementing the Plan of Care.

Aligns with Regulation: MaineCare Benefits Manual Section 92 Behavioral Health Home Services (92.05/Pages 18 and 19, Numbers 1, 4, 9).

II. Policy

The BHH will provide assistance and support to the member and/or family in implementing the Plan of Care, at a minimum, in the following domains:

- Provide assistance with health-system navigation, and training on self-advocacy techniques.
- Discuss advanced directives with members/family, guardian, or caregivers, as appropriate.
- Assist the member in developing communication skills necessary to request assistance or clarification from school personnel, service providers, or various community members. When client is of working age, or considering employment.

III. Procedure

- The Health Home Coordinator (HHC) explains and gives the Guide to Good Health to each member/family at the intake process to assist with health-system navigation and to support self-advocacy.
- The HHC works with Nurse Care Manager (NCM) when health system navigation needs are identified by client/family.
- The HHC works with client/family to find appropriate resources when guardianship, power of attorney and/or other advance directive needs are identified.
- The HHC assists the client in developing skills for future employment by participating and monitoring the individual's Individualized Education or 504 Plan during high school and evaluating vocational rehab, Job Corps, and other possible resources that will enable the client to seek and maintain future employment.
- The HHC will educate clients and caregivers on Peer/Family Support Services and refer to our internal Certified Intentional Peer Support Specialist (CIPSS) if a client or caregiver wishes to receive this added layer of direct support, often

indicated for individuals who are particularly overwhelmed and/or lack key figures in their natural support network.



Scott Tash, CEO



Date