

Behavioral Health – On-site services documentation

Sections I & II

Section I - Core Comprehensive Behavioral Health Services

You must provide documentation that your site offers Core Comprehensive Behavioral Health Services at your location. These services **must** be provided directly on-site, they cannot be offered through referral, affiliation, or contract.

*** The language and words used in this document such as screening, assessment, treatment plan, care coordination, diagnosis, therapeutic services, crisis/emergency services, consultative services, and case management *should* be used in your submitted documents to satisfy HRSA requirements. ***

[National Health Service Corps Site Reference Guide \(hrsa.gov\)](https://www.hrsa.gov) pg. 13

1. Screening and Assessment

Screening: Determines the presence of risk factors, early behaviors, biomarkers such as substances or characteristics of conditions or disease to help identify behavioral health disorders.

Assessment: A structured clinical examination that analyzes patient bio-psych-social information.

For example, using specific screening and assessment tools such as Generalized Anxiety Disorder 7-item (GAD-7), Patient Health Questionnaire 9 (PHQ-9), Suicidal Behaviors Questionnaire – Revised (SBQ-R), etc.

2. Treatment Plan

A formal, written plan that explains a patient’s current symptoms and diagnosis. The plan will also include goals and strategies that can be used to reduce symptoms and overcome behavioral health issues. If necessary, mentions of additional care or treatments the patient might need from other healthcare providers or sites will be included in the plan as well.

3. Care Coordination

Helping patients stay healthy, happy, and independent by coordinating the efforts of different healthcare and social service providers, such as primary care doctors, specialists, social services, and community support services.

Section II – Non-Core Comprehensive Behavioral Health Service Elements

You must provide documentation that your site offers non-core Comprehensive Primary Behavioral/Mental Health Services either on-site, through referral, affiliation, or contract.

1. Diagnosis

The process of determining if a patient’s emotional, social, or mental health coordinate with a recognized disorder as outlined in the most current edition of the Diagnostic and Statistical Manual of Mental Disorders, or the most current edition of the International Classification of Disease.

2. Therapeutic Services

A wide variety of proven or promising ways to address behavioral health issues, all aimed at lessening symptoms, improving how a person functions, and keeping them healthy.

Could potentially include but is not limited to: Psychiatric medication prescribing and management, chronic disease management, and Substance Use Disorder Treatment.

Examples include individual, family, and group psychotherapy/counseling; psychopharmacology; and shore/long-term hospitalization.

- a. Psychiatric Medication Prescribing and Management
- b. Substance Use Disorder Treatment
- c. Short/long-term hospitalization

3. Crisis/Emergency Services

The methods used to support people who have just been through an event putting their emotional, mental, or physical health at risk, or if they are in danger of harming themselves, others, or they cannot take care of themselves properly.

Please note that a generic hotline, hospital emergency room referral, or 911 is not sufficient.

4. Consultative Services

Working with healthcare and social service providers to figure out what might be causing the patient's mental health struggles. These struggles can be related to body, mind, medical, or social situations.

Examples include education, child welfare, and housing.

5. Case Management

Helping patients learn and improve their abilities to get access to healthcare, housing, jobs, education, and any other services needed to live well. This support aligns with their medical treatment, managing symptoms, recovery, as well as being independent.

Examples of documentation for Core and Non-Core services are shown in the following pages

Required Documentation:

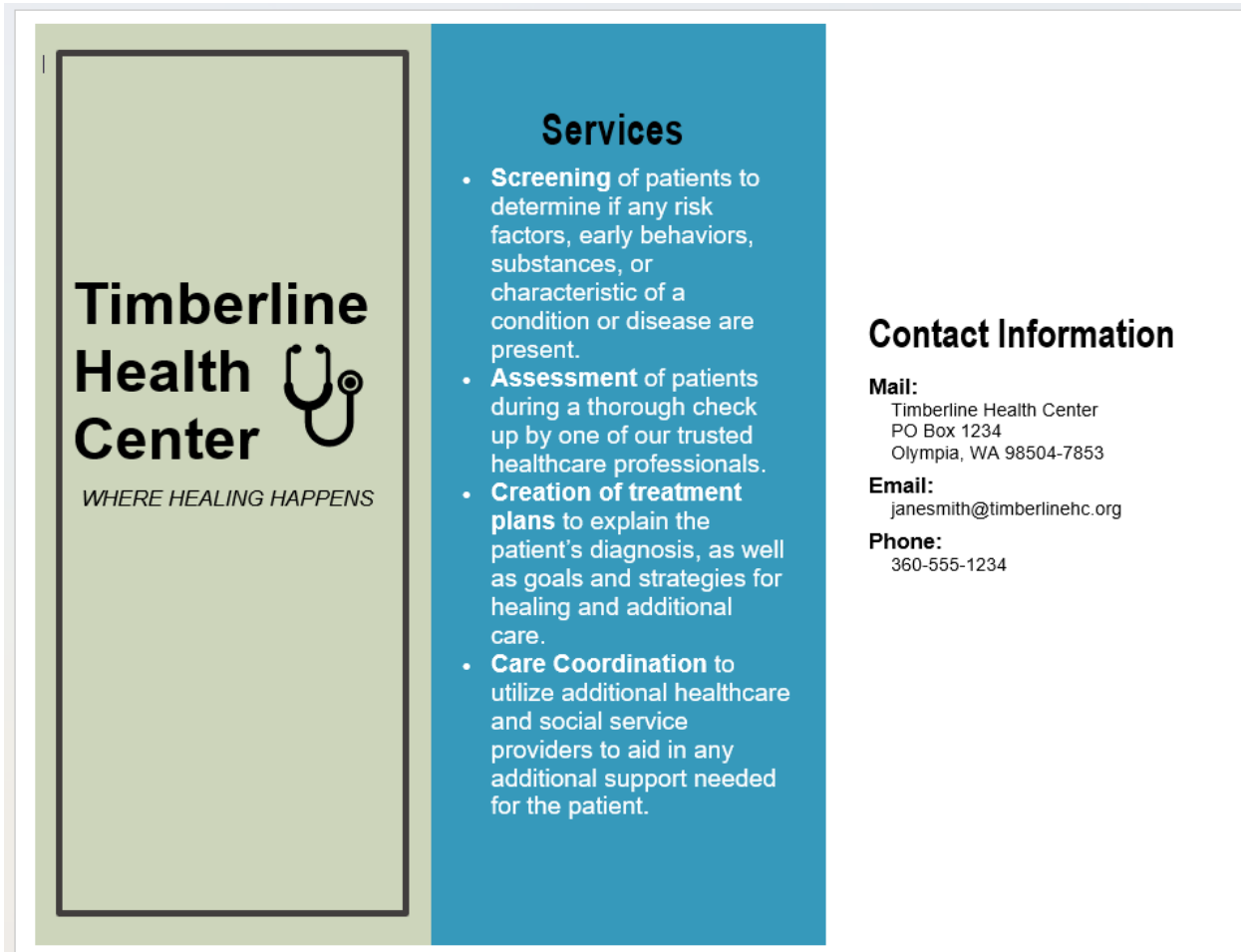
Sites must provide documentation for **each** core and non-core behavioral health service.

Types of documentation for on-site services:

- Site brochure listing the behavioral health services.
- Site policy that outlines the behavioral health services.
- Document that includes the website link and screenshot of available behavioral health services.
- Other documentation that outlines behavioral health services provided on-site.

A. Site Brochure

Site brochure listing the behavioral health services on-site. This example meets the documentation requirements for the core services because it describes the screening, assessment and care coordination services provided by the health center.



The image shows a site brochure for Timberline Health Center. It is divided into three main sections: a logo section on the left, a services section in the middle, and contact information on the right.

Timberline Health Center
WHERE HEALING HAPPENS

Services

- **Screening** of patients to determine if any risk factors, early behaviors, substances, or characteristic of a condition or disease are present.
- **Assessment** of patients during a thorough check up by one of our trusted healthcare professionals.
- **Creation of treatment plans** to explain the patient's diagnosis, as well as goals and strategies for healing and additional care.
- **Care Coordination** to utilize additional healthcare and social service providers to aid in any additional support needed for the patient.

Contact Information


Mail:
Timberline Health Center
PO Box 1234
Olympia, WA 98504-7853

Email:
janesmith@timberlinehc.org

Phone:
360-555-1234

B. Site Policies for Behavioral Health Services

Sites can meet the requirements by submitting relevant policies and procedures. The example below provides documentation of the NHSC core requirement of Treatment Planning.




Effective Date: <u>July 1, 2015</u>	
	Approval Signature – Executive Director
Revision Date: <u>March 1, 2022</u>	References: <u>246-341-0600; 246-341-0640; 246-341-0702; SCR BH ASURS-1</u>

10.25 INDIVIDUAL SERVICE PLAN – COMMON BEHAVIORAL HEALTH CONTENT

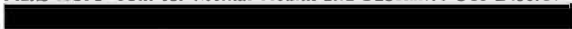


This policy applies to the following NEWACS Programs:

<input checked="" type="checkbox"/>	Administration (Directors and Supervisors)	<input type="checkbox"/>	Finance
<input checked="" type="checkbox"/>	Substance Use Disorder Program	<input type="checkbox"/>	Human Resources
<input checked="" type="checkbox"/>	Crisis Services	<input type="checkbox"/>	MIS
<input type="checkbox"/>	Crisis Stabilization Program	<input checked="" type="checkbox"/>	Outpatient Mental Health Program
<input type="checkbox"/>	Employment Program	<input type="checkbox"/>	Recovery Navigator Program
<input type="checkbox"/>	Evaluation & Treatment Facility	<input type="checkbox"/>	Support Staff (Office Managers/Records)
<input type="checkbox"/>	Facilities		

Purpose

This policy describes the procedures and content common to both behavioral health Individual Service Plan (ISPs) ISPs completed at . See also the "" and the "Employment Program" Policy and Procedure manuals for information regarding ISPs at the E&T and for individuals receiving DDA/DVR services at .

Policy

All Individual Service Plans (ISPs—both for Mental Health and Substance Use Disorder services) developed at  must be completed or approved by a professional appropriately credentialed or qualified to provide substance use disorder and/or mental health services. A Mental Health Professional (MHP) or a Mental Health Care Provider (MHPC) under the supervision of an MHP will be responsible for the overall ISP for each individual receiving mental health services at . If the Provider developing the ISP is not a Mental Health Professional (MHP), the plan must also document approval (signature) by an MHP. A Substance Use Disorder Professional (SUDP), or a SUDP Trainee (SUDP-T) under the supervision of a CDP, will be responsible for the overall ISP for each individual receiving substance use disorder services at . All initial ISPs shall be developed based on the criteria described herein.

All behavioral health clinicians must develop person-driven, strength-based individual service plans that meet the individual's unique behavioral health needs. All individuals have the right to participate in the development of their Individual Service Plans and receive a copy of the plan if desired. The Individual Service Plan must be collaboratively developed with the individual, or the individual's parent or other legal representative if applicable. The intent of treatment is to assist an individual in attaining the goals identified in the individual service plan and restore the individual to their previous level of adaptive functioning or the highest level of functioning which the person can maintain.

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C. Website link and screenshots of available behavioral health services

Screenshots from your website that list and describe your services can also meet the documentation requirement. In the example below the website can be used to meet the requirements for Psychiatric Medication Prescribing and Management, Crisis Services, and Substance Use Disorder Treatment.

[Mental Health Services - Willapa Behavioral Health & Wellness \(willapabh.org\)](http://willapabh.org)

The screenshot displays the website for Willapa Behavioral Health & Wellness. The top navigation bar includes links for Services, Locations, Who We Treat, Self Help, About, Contact, Court Ordered, Donate, and Careers. The main heading is "Mental Health Services". Below this, there is a section titled "Our Services" with a list of offerings: Families First Program In-Home Behavioral Services, Substance Use Disorder, DOT Physical, Mobile Crisis Support, Psychiatric Medication Management, Medically Assisted Substance Abuse Treatment, School Based Therapy, Peer Services, Domestic Violence Services, Mental Health Services, Anger Management, Gambling Addiction Treatment, and WISE. To the right, there are two featured service areas: "Long Beach" with a sunset background and "Gray Harbor / Montesano" with a waterfall background.

Willapa Behavioral Health & Wellness

Services ▾ Locations ▾ Who We Treat ▾ Self Help ▾ About ▾ Contact ▾ Court Ordered ▾ Donate Careers

Mental Health Services

Our Services

- Families First Program In-Home Behavioral Services
- Substance Use Disorder
- DOT Physical
- Mobile Crisis Support
- Psychiatric Medication Management
- Medically Assisted Substance Abuse Treatment
- School Based Therapy
- Peer Services
- Domestic Violence Services
- Mental Health Services
- Anger Management
- Gambling Addiction Treatment
- WISE

Long Beach

Mental Health Services in Long Beach

Gray Harbor / Montesano

Mental Health Services in Montesano

D. Other Documentation

Test Patient Record (from EMR)

Printing a test patient record is an alternate way to provide documentation for several behavioral health services. The example below demonstrates diagnosis, treatment planning, and psychiatric medication management. It can also demonstrate care coordination and consultation with other providers. Please make sure to submit a test/fake patient record.

ReportTest (20001) DOB: 01/01/1980 (43 / F)

Program: MH Plan Type: Service Plan Start Date: 01/18/2023 Target Date: End Date:

Presenting Problem

is unable to get out of bed in the morning due to feelings of depression.

Start Date:
01/18/2023

Description:

End Date:

Diagnosis:
(296.89 / F31.81) Bipolar II disorder

Element Status:
Active

What strengths does the client have to help with this problem:
Reliable, has good family support, likes to go outdoors.

Goal:

I will be able to get out of bed and enjoy doing things again.

Start Date:
01/18/2023

Description:

Target Date:

End Date:

Goal
Achievement
Status:
Not Achieved

Goal
Achievement
Date:
01/18/2023

Objective:

Client will attend appointments with provider approximately 1x-2x per week until proper medication and dose is found. then client will attend appointments approximately 1x per month until stable, then drop to approximately every 3 months once the client reports alleviation of symptoms to a functional level.

Start Date:
01/18/2023

Target Date:

End Date:

Description:

Intervention

Provider will meet with client 1x-2x per week to review medications, side effects, etc. Once proper dose is established, provider will meet with client approximately 1x per month until stable, then drop to approximately every 3 months once the client reports alleviation of symptoms to a functional level.

Description:

Start Date: 01/18/2023

Target Date:

End Date:

Goal:

Become the ruler of the universe

Description:

Start Date: 01/18/2023

Target Date:

End Date:

Objective:

██████████ will attend co-dependency group 1x week for a minimum 3 months and learn at least 5 new ways to avoid co-dependent behaviors.

Description:

Start Date: 01/18/2023

Target Date:

End Date:

Intervention

Group facilitator will conduct a co-dependency group 1x week for a minimum 3 months and teach at least 5 new ways for Christina to avoid co-dependent behaviors.

Description:

Assigning Staff: ██████████

Start Date: 01/18/2023

Target Date:

End Date:

Overall achievement goal

Description:

Discharge may not be advised due to the necessity of medication to maintain mental stability. If it is safe to discharge, the client will maintain their health and be in tune with how they are feeling and return for services if symptoms start to feel like they are not manageable.

Example for licensed Behavioral Health Agency (BHA) only:

HRSA will accept operating certificates issued by the state for documentation of SUD services.

BHAs can also provide screenshots of their facility's license to supplement their other on-site behavioral health services documentation.

1. Go to the [DOH Facilities Licensing Search](#) website
2. Use the Facility and Services Search tab.
3. Search by Facility name (or narrow to Behavioral Health Agency and search by County).
4. Take screenshots and attach them to your NHSC Site Application.



File a Complaint Provider Credential Lookup

Provider Credential Search **Facility and Services Search** Education Programs

Facility Result

Facility Information	
Facility Name	Peninsula Behavioral Health
Status	Active
Parent Company/Organization/Owner	Peninsula Behavioral Health
License Information	
License/Credential #	BHA.FS.60925338-BRNCH
Expiration Date	08/06/2026
Facility Address	112A E 8th St Port Angeles, Washington, 98362-6129 United States
Facility Type	Behavioral Health Agency Branch Site
Last Date the Facility was Inspected	2026-10-19
Legacy License Number	1805439
Status	Active

Credential Specific Details

BHA Information and Assistance Cert	Crisis telephone Support
Yes	MH
Emergency Service Patrol	Behavioral Health Support Certification
No	Yes
Psychiatric Medication Monitoring	Crisis Support
Yes	SUD and MH
Peer Support	Rehabilitative Case Management
SUD and MH	Yes
Day Support	Supported Employment
Yes	SUD and MH
Supportive Housing	Mental Health Peer Respite Certification
SUD and MH	No
Clubhouse Certification	BH OP Intervention, Asmt and TX Cert
No	Yes
Assessment	Counseling and Therapy
SUD and MH	SUD and MH
Psychiatric Medication Management	OP Invol Ct-Ord SVS - LRA/Cond Rel
Yes	SUD and MH

This document has been prepared in accordance with the site reference guidelines. It is important to note that it is not endorsed by or affiliated with HRSA.