

# Contract Appendix A

## Jefferson County Human Services

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## **YOUTH CRISIS STABILIZATION FACILITY SCOPE OF WORK**

### **Overview**

The mission of the Wisconsin Community Services (WCS) Youth Crisis Stabilization Facility (YCSF) is to provide a voluntary, safe, and short-term environment for youth in crisis to prevent, deescalate, and treat mental health crisis and avoid admission to a more restrictive setting. The YCSF is a State of Wisconsin Department of Health Services certified program in accordance with DHS 50 and DHS 34. YCSF provides mental health crisis support for admitted youth 24 hours per day, 7 days per week, 365 days per year. Jefferson County is the certification holder and WCS is the service provide. YCSF is a collaborative effort between Jefferson County and WCS.

WCS provides a State of Wisconsin certified Youth Crisis Stabilization Facility for eight (8) youth, 4 male beds and 4 female beds, ages 10 to 17 years old and provides an average 3-5 days short-term crisis stabilization and therapeutic interventions to support youth return to their community-based residence. The YCSF is a resource for youth in crisis, as well as a resource in the continuum of care system and an alternative for escalation to a more restrictive placement, such as hospitalization, detention, and corrections. The design is to be short-term and focused on stabilizing the crisis and appropriately discharging. **The program is fully voluntary, not court ordered, meaning youth must voluntarily agree and consent to stay in the program.**

### **Referral Process**

For a youth to be referred, a referral form must be completed and e-mailed to the YCSF referral email, matzcenterycsf@wiscs.org. If there are questions about bed availability, referral concerns or the program, the referring individual can call the YCSF 24-hour number. A placement or placing individual must be identified at time of referral as a place or point of contact for discharge.

### **Admission Process**

Upon receipt of the referral, the referring individual will contact YCSF at the 24-hour number to coordinate the date, time, and transportation for a youth to arrive. Upon arrival all required items will be presented including any admissions paperwork, youth's belongings for 3-5 days, and medications.

### **Medication Administration**

Informed consent will be provided by the placing agency and will have informed consent for each medication prescribed at time of admission for medication administration. The placing agency is responsible for having all medications in original containers at time of admission. In addition, the placing agency is responsible for obtaining medication refills to ensure the youth has access to medications as prescribed during their stay.

At admission, all prescriptions for medications will be recorded and collected in the intake paperwork and in the internal WCS system to ensure proper medication administration.

Medication will be administered by staff trained in accordance with DHS 83 (a requirement of DHS 50) identified and trained to facilitate and respond to medication administration needs. Only those identified and trained are allowed to dispense and monitor medication. Each shift has a designated/assigned individual to dispense medication which will be recorded on a medication log for each individual youth's medical record. Should a resident refuse to take medication, this will also be recorded on a log.

All medications are prescribed and administered per a medical physician's instructions, and this will dictate whether a youth is able to self-administer medications with observation. If a youth has an adverse reaction to a medication, staff will follow the emergency protocol on how to proceed with notifying the youth's physician and seeking emergency medical services.

### **Medical Services**

WCS will utilize emergency medical services as needed. The process for contacting emergency medical services is for any staff who may become aware of an emergency by calling 911. If possible, it is best for the staff to discuss this with the Supervisor prior to placing a 911 call. However, in situations of safety concerns and illness, staff will call 911.

### **WCS Youth Crisis stabilization Facility Services**

- 24 hour per day care and supervision of youth residing at the YCSF in accordance with DHS 50 and DHS 34.
- Staffing ratio of one staff for every three youth and a minimum of two staff on shift always per DHS 50.
- Short term voluntary, and safe and therapeutic environment for youth experiencing a crisis or to prevent crisis.
- A welcoming and therapeutic milieu is provided by well-trained, trauma-informed, culturally diverse staff.
- On-site care coordination to support youth and their caregivers and placing agency.
- Treatment planning with the youth and their team.
- Therapeutic interventions including Behavioral Therapy, Solution-Focused Brief Therapy and Dialectical Behavior Therapy to increase youth's skills.
- Risk assessment and safety planning by a licensed clinical social worker or licensed counselor.
- Daily utilization review to determine continued need for YCSF services.
- Frequent planning and team meetings with the youth and their treatment team focus on discharge planning. Placing agency and youth's team involvement is required and a critical program component of the youth's care. Team meetings happen within 24 hours of placement and every 3 days following.
- Medication administration.
- Access to recreational activities.
- On site education support.

### **Exclusionary Criteria**

- Youth under the age of 10.
- Youth pending adjudication of a sexual offense or have not started offense specific treatment.
- Youth assessed at imminent harm to self or others.
- Program availability.
- Complex medical needs requiring supervision
- Personal care needs which require an aid.
- Safety concerns with other youth present in the milieu at time of referral.

### **Placing Agency Responsibilities**

- Transporting the youth to the YCSF for admission and discharge following the youth's stay.
- The placing agency is responsible for conducting or ensuring the initial screening for level of care for the youth using the Columbia Suicide Severity Rating Scale or SafeT. The screening tool is designed to ensure YCSF is an appropriate level of care and to make sure immediate needs for active suicidal or homicidal ideation requiring hospitalization have been met prior to admission at YCSF.
- Ensuring youth is voluntarily consenting to services at YCSF.
- Obtaining or supporting obtainment of the initial treatment authorization at time of placement.
- Obtaining or supporting the completed admissions packet prior to or within 24 hours of placement. If all required guardian consent forms are not signed within 24 hours, the youth is unable to remain at YCSF and will be discharged accordingly.
- Providing all medication in original containers and with prescriber's instruction. All medication must be attached to a current prescription within the expiration date identified.
- Daily communication with YCSF staff including attending initial treatment planning meeting and ongoing team meetings every 3 days.
- Working with an identified team to provide support to youth while in placement via visits, phone calls etc.
- Coordinating discharge efforts to ensure next placement is identified and prepared.

### **Emergency Safety Interventions**

WCS' YCSF has partnered with an experienced agency, Vistelar who has over 30 years of experience in physical and verbal crisis interventions. Vistelar is a global consulting and training institute focused on addressing the entire spectrum of human conflict at the point of impact — from interpersonal discord, verbal abuse, and bullying — to crisis communications, assault, and physical violence. This curriculum has a strong emphasis on cognitive behavioral techniques for de-escalating hostile, anxious, and/or behavior that creates safety concerns. Verbal de-escalation techniques are designed and scripted to complement existing evidence-based therapeutic interventions and language by treatment professionals.

All YCSF Staff are trained in emergency response protocols and will be trained in non-escalation, verbal de-escalation as well as physical intervention. Verbal de-escalation will be the primary and preferred form of de-escalation at the YCSF. Physical restraint will be used as a last resort if a youth is a risk to themselves or others. WCS is allowed to utilize physical restraint when deemed necessary for the safety of the youth, other residents, and program staff.

### **Discharge Process**

The referring individual will work with the on-site case management staff to determine next steps based on recommendations for clinical need. The program is set for 3-5 days and can be extended on pending an assessment to determine clinical need and on as needed basis. As this is a voluntary service, youth may be discharged at their request. The identified placement, or person of contact will be contacted should a youth need to be discharged and arrange to pick youth up within 24 hours. If members of the team or parents/guardians are unable to coordinate or pick up the discharged youth, YCSF case management team

will take necessary steps to contact Emergency Mental Health, and Child Protective Services from the County which placed the youth in YCSF.