

Reviewer:  
Date Reviewed:

NC DHHS  
DMH/DD/SAS

Provider: \_\_\_\_\_  
Site: \_\_\_\_\_

Psychosocial Rehabilitation (PSR-MH Adults)

DESCRIPTION							
Psychosocial Rehabilitation (PSR)		Evidence of Compliance	MET	NOT MET	NA	60-day review Evidence of Compliance	COMMENTS
<b>Provider Requirements</b>							
<b>a</b>	1) Agency has current, valid business verification.	NEA from another LME or Business Verification completed locally					
<b>Staffing Requirements</b>							
<b>a</b>	Each PSR site must be staffed by the following:  <ul style="list-style-type: none"> <li>• At least one (1) full time program director per site who meets the requirements specified for a Qualified Professional and has a minimum of two years experience in adult mental health treatment services who must be actively involved in program development, implementation, and service delivery;</li> <li>AND</li> <li>• At least one (1) FTE Qualified Professional or Associate Professional</li> <li>AND</li> <li>• At least one (1) additional FTE (Qualified Professional, Associate Professional, Paraprofessional, or Certified Peer Support Specialist)</li> </ul>	Organizational Chart for PSR; Program description; Job description consistent with Provider Agency Policy for PSR service definition; Personnel files per core rules checklist; License/certification (if applicable); experience verification; staff schedule;					
<b>b</b>	Persons who meet the requirements specified for QP or AP status according to 10A NCAC 27G. 0104 and a minimum of 1 year of documented experience with the adult MH population may deliver PSR	Program description; Job description consistent with Provider Agency Policy for PSR service definition; Personnel files per core rules checklist; License/certification (if					

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<b>c</b>	A Paraprofessional level staff may provide PSR services. They must meet the requirements specified for paraprofessional status according to 10A NCAC 27.G.0104 and have a minimum of 1 year of documented experience with the adult MH population and may deliver PSR services within the requirements of the staff definition specific in the above role.	Organizational Chart for PSR; Program description; Job description consistent with Provider Agency Policy for PSR service definition; Personnel files per core rules checklist; License/certification (if applicable); experience verification; Individualized Supervision Plan/Contract; staff schedule; Clinical Interviews					
<b>d</b>	A NC Certified Peer Support Specialist staff may deliver PSR services within the requirements of the staff definition specific in the above role. A NC Certified Peer Support Specialist is not required to demonstrate 1 year of documented experience in working with the adult MH population, as his or her personal experience in MH services fulfills that requirement.	Organizational Chart for PSR; Program description; Job description consistent with Provider Agency Policy for PSR service definition; Personnel files per core rules checklist; NC Certified Peer Support Specialist certificate issued by BHRP verifying certified status, experience verification; Individualized Supervision Plan/Contract; staff schedule;					

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e	Individualized Supervision is provided according to supervision requirements specified in 10 A NAC27.G.0104 & .0203.	Organizational Chart for PSR; Program description; Job description consistent with Provider Agency Policy for PSR service definition; Personnel files per core rules checklist; License/certification (if applicable); experience verification; Individualized Supervision Plan/Contract; staff schedule; Clinical Interviews					
f	PSR staff ratios must be as follows: <ul style="list-style-type: none"> <li>• At least one (1) staff member on site for each (8) eight or fewer recipients in average daily attendance shall be maintained.</li> <li>• One Qualified Professional must be on staff for every 24 recipients, based on average daily attendance. The PSR Program Director may serve as this Qualified Professional.</li> <li>• One of the staff (other than the program director) must be designated to address the vocational needs of the recipients.</li> </ul>	Program description; Personnel Manual; Policy and Procedure manuals, Job description consistent with Provider Agency Policy for PSR service definition, staff schedule				caseload list; billing/tracking forms; service notes	

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<b>g</b>	All PSR staff must complete a minimum of 20 hours of training specific to the required components of the PSR service definition, including crisis response and person-centered thinking, within the first 90 days of each staff member's delivery of this service. Qualified Professional staff responsible for Person Centered Plan development shall also participate in "PCP Instructional Elements" training within the same time frame. All pre-requisites for training have been met per 10A NCAC 27G .0202 & .0203.	Program description; Personnel Manual; Job descriptions. Personnel files and/or other documentation of required experience and completion of training requirements per core rules checklist; training certificates. Agency staff training plan					
<b>Service Type/Setting</b>							
<b>a</b>	PSR is a day/night service provided in a licensed facility meeting the requirements of 10A NCAC 27G.1200. PSR shall be available at least five hours a day. The PSR program must include off site service activities related to transferring rehabilitative skills to the community for the purpose of achieving the goals outlined in the Person Centered Plan.	Program description; job descriptions; policy and procedure manuals; agency license, staff schedule, interview with PSR staff.				PCP, service notes, Medicaid RA forms	
<b>Program / Clinical Requirements</b>							
<b>a</b>	PSR services must be available five or more hours per day, at least five days per week, and may be provided on weekends or in the evening. The number of hours that a recipient receives PSR services are to be specified in his/her Person Centered Plan.	Program description; job descriptions; policy and procedure manuals; supervision plans; Team Meeting Minutes, Clinical Interviews				PCP; service notes; billing tracking forms; client interviews	
<b>b</b>	Each PSR facility shall provide transitional or supported employment services to facilitate the recipient's entry into competitive employment in accordance with 10A NCAC 27G.1203.	Program description; job descriptions; policy and procedure manuals; supervision plans; Team Meeting Minutes Clinical Interviews				Service Notes; PCP; Team meeting minutes.	

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C	<p>This is a service that provides structured rehabilitative interventions designed to:</p> <ul style="list-style-type: none"> <li>• assist the recipient in achieving recovery goals identified in the Person Centered Plan;</li> <li>• promote healthy lifestyles that reduce psychiatric symptoms;</li> <li>• promote symptom stability and wellness management, such as self-management of medication, psychoeducation, relapse prevention training, and coping skills training; restore personal, social, and community living skills necessary for independent self-management;</li> <li>• assist individuals in gaining access to necessary services in all life domains (emotional, social, safety, housing, medical and health, educational, vocational, and legal);</li> <li>• provide psychoeducational information to the recipients, families, and/or other individuals involved with the recipient's care about the recipient's diagnosis, condition, and treatment to support recovery and encourage problem solving strategies;</li> <li>• establish or restore prevocational skills that focus on the development of positive work habits and abilities, talents, and skills that increase the individual's self worth, purpose and confidence;</li> <li>• provide or make provision for transitional or supported employment.</li> </ul>	<p>Program description; job descriptions; policy and procedure manuals; supervision plans, Team Meeting Minutes, Clinical Interviews</p>				<p>Service Notes; PCP; Team meeting minutes.</p>	

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d	<p>Expected rehabilitative outcomes include but are not limited to the following:</p> <ul style="list-style-type: none"> <li>• achieved recovery goals identified in the Person Centered Plan;</li> <li>• reduced psychiatric symptoms;</li> <li>• increased symptom stability and management;</li> <li>• improved personal, social, and community living skills;</li> <li>• increased access to necessary services in all life domains;</li> <li>• improved problem solving strategies;</li> <li>• improved use of appropriate coping skills;</li> <li>• improved functioning in community roles;</li> <li>• established or restored prevocational skills; and</li> <li>• increased ability to access financial entitlement, housing, work, and social opportunities in the community.</li> </ul>					
					Service Notes; PCP; Team meeting minutes.	
e.	Signed Order based on individualized assessment.				PCP; service notes;	
<b>Documentation Requirements</b>						

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<p><b>Psychosocial Rehabilitation (PSR)</b></p>	<p>Evidence of Compliance</p>	<p>MET</p>	<p>NOT MET</p>	<p>NA</p>	<p>60-day review Evidence of Compliance</p>	<p>COMMENTS</p>
<p>Full service note for each contact or intervention (such as individual counseling, case management, crisis response), for each date of service, written and signed by the person(s) who provided the service, that includes the following:</p> <ul style="list-style-type: none"> <li>• Recipient's name</li> <li>• Medicaid identification number</li> <li>• Service provided (for example, CST)</li> <li>• Date of service</li> <li>• Place of service</li> <li>• Type of contact (face-to-face, telephone call, collateral)</li> <li>• Purpose of the contact</li> <li>• Description of the provider's interventions</li> <li>• Amount of time spent performing the interventions</li> <li>• Description of the effectiveness of the interventions</li> <li>• Signature and credentials of the staff member(s) providing the service (for paraprofessionals, position is required in lieu of credentials with staff signature)</li> </ul>	<p>Program Description; Policy &amp; Procedure Manual, job descriptions.</p>				<p>PCP; service notes</p>	