



Mission: Creating lasting results that strengthen families and our community by guiding individuals—from infancy to independence—through comprehensive education, behavioral, and health services.

BEHAVIORAL HEALTH SERVICES

A. Office Sites:

- 5050 Madison Road, Cincinnati, Ohio 45227
- 4550 Red Bank Expy., Cincinnati, Ohio 45227
- 5051 Duck Creek Rd, Cincinnati, Ohio 45227
- 4008 Westwood Northern Blvd., Cincinnati, Ohio 45227
- 3101 Dixie Highway, Hamilton, Ohio 45015
- 1490 University Blvd., Hamilton, Ohio 45011
- 1131 Manchester Ave., Middletown, Ohio 45042
- 212 Cook Rd., Lebanon, Ohio 45036
- 140 Buckeye Street, Hamilton, OH 45011

1. Program Name: Behavioral Health Counseling

- a. Program Description: Behavioral health assessment and counseling are provided to individuals, ages 0 and up, and their families/significant others. Services are provided in office, community or school locations and may be delivered in person or by telehealth. Services are designed to fit with each client's unique needs, preferences, strengths and abilities with the goals of reducing symptom distress, improving role functioning in the community and improving integration and success in mainstream community life. Counseling for Caregivers program focuses on adult mental health and wellbeing of parents and caregivers. Integrated substance use disorder treatment provided to adolescents and young adults with co-occurring mental health and substance use challenges (outpatient level of care). Infant and early childhood specialized program available for children ages 0-8.
- b. Hours of Operation: Monday through Friday, 8:00 a.m. to 7:00 p.m.

- c. Target Population: Individuals, ages 0 and up, and their parents/caregivers
- d. Referrals Received From: County Departments of Job and Family Services, County Departments of Developmental Disabilities, Children's and other hospitals, parent/guardian, and other community programs, including schools and physical health providers.
- e. Admission Criteria:
 - Evidence of clinical symptoms caused by a psychiatric disorder that is supported by a DSM 5 diagnosis and/or ASAM criteria,
 - Impairment in daily functioning due to the psychiatric symptoms,
 - Symptoms and impairments are responsive to interventions,
 - Disorder may require psychotropic medication and monitoring,
 - Exhibits adequate management of symptoms to be treated in this setting,
 - IQ > 60.
- f. Average Length of Stay: 10-12 Months
- g. Projected Number of Clients Served: 8000 per year
- h. Unit Definition:
 - Hourly: Mental health assessment non-physician
 - 15 Minute: Behavioral health counseling and therapy

2. Program Name: Care Coordination/Case Management (CPST and TBS)

- a. Program Description: Care Coordination/Case Management services are provided by qualified behavioral health specialists who are specially trained to assist individuals and families with children who are experiencing a behavioral health condition. Service is individualized and consists of skill-building, family education and training, treatment team coordination, and connection to community resources. Intensity and type of Care Coordination /Case Management services are based on level of functioning and needs of the individual and family and other community support systems.
- b. Hours of Operation: Intakes are generally completed Monday through Friday, 8:00 a.m. to 5:00 p.m. Services are provided in school, home, and community locations and are scheduled based client availability.
- c. Target Population: Individuals ages 0 and up, with a behavioral health diagnosis who are experiencing moderate to severe symptoms and functional impairment.

- d. Referrals Received From: Internal programs, County Departments of Job and Family Services, County Departments of Developmental Disabilities, Children's and other hospitals, parent/guardian, and other community programs, including schools and physical health providers.
- e. Admission Criteria:
- Evidence of clinical symptoms caused by a psychiatric disorder that is supported by a DSM 5 diagnosis and/or ASAM criteria,
 - Impairment in daily functioning due to the psychiatric symptoms,
 - Symptoms and impairments are responsive to interventions,
 - Disorder may require psychotropic medication and monitoring,
 - Exhibits adequate management of symptoms to be treated in this setting,
 - Illness is such that a decrease in functioning or increase in distress will likely occur without ongoing clinical contact,
 - Client functioning has not stabilized with traditional outpatient services,
 - Client may be at risk of out-of-home or inpatient placement,
 - IQ > 60.
- f. Average Length of Stay: 11-12 months
- g. Projected Number of Clients Served: 5500 per year
- h. Unit Definition: 15 Minute: CPST/TBS

3. Substance Use Disorder Case Management

- a. Program Description: SUD case management is a service that coordinates services across systems of care and connects consumers with necessary services to support their recovery.
- b. Hours of Operation: Services are provided in school, home, and community locations and are scheduled based on client availability, typically between 8:00AM and 7:00PM.
- c. Target Population: All consumers who receive substance use treatment are offered SUD case management.
- d. Referrals: Consumers may be referred to dual diagnosis SUD services from a hospital, community organization, school, family member, or self-referral.
- e. Average Length of Stay: 9-12 months

f. Projected Number of Clients Served Annually: 750

4. Program Name: Day Treatment/Early Childhood Day Treatment/School-Based Day Treatment

- a. Program Description: Day treatment services provide an intensive and structured, therapeutic teaching environment for children experiencing severe behavioral health symptoms. Services are most appropriate for children who have difficulty functioning appropriately in regular school settings, are currently in an out of home placement or are having significant challenges in their home, and/or have multiple system involvement. Services are individually tailored to meet specific needs and may include a variety of treatment interventions including mental health assessment, pharmacologic management individual, group, and family counseling and therapy, specialized educational services, individualized aides, and transition support services.
- b. Hours of Operation: Monday through Friday, full day for children who receive special education services at the day treatment program or half day for children who receive only behavioral health programming
- c. Target Population: Children ages 3 to 14 years who have severe behavioral health symptoms and impact on functioning. These children have a mental health diagnosis and need on-going structured support in a therapeutic setting in order to transition back into a less restrictive community classroom setting.
- d. Referrals Received From: Hamilton County Department of Job and family Services, School districts, Cincinnati Children's Hospital Medical Center and other behavioral health programs.
- e. Admission Criteria: The child meets the diagnostic criteria for a severe behavioral health disorder as defined by the DSM 5, on-going structured support is needed, which cannot be provided in a less restrictive setting, the client has decompensated in a less restrictive setting, other interventions have not been successful in meeting outcomes.
- f. Exclusion Criteria:
 - IQ <60
 - Sex offending behavior
 - Untreated substance use disorders
 - Weapons charges
 - Assault to staff

- g. Average Length of Stay: 8-9 months
- h. Projected Number of Clients Served: 500 per year
- i. Unit Definition: Per diem

5. Program Name: (Evaluation and Management Services E&M) Medical Management Services (MMS)

- a. Program Description: Pharmacologic management services (E&M) involve treatment by a psychiatrist, physician assistant or nurse practitioner to provide pharmacological evaluation and follow up care.
- b. Hours of Operation: Monday through Friday, 8:00AM-5:00PM
- c. Target Population: Individuals ages 4 and up with a behavioral health disorder.
- d. Referrals Received From: Internal programs, County Departments of Job and Family Services, County Departments of Developmental Disabilities, Children's and other hospitals, parent/guardian, and other community programs, including schools and physical health providers.
- e. Admission Criteria:
 - Diagnosis of behavioral health condition per DSM 5,
 - May require maintenance of all psychiatric medications, including psychotropic medications,
 - Demonstrates mild to severe behavioral health symptoms,
 - Behavioral health disorder is resulting in functional impairment.
- f. Average Length of Stay: 24 months
- g. Projected Number of Clients Served: 4300 per year
- h. Unit Definition: E & M level of care for new or established patient

6. Program Name: Urgent Care (crisis intervention)

- a. Program Description: Urgent Care services provide intensive crisis intervention service to children without an appointment.
- b. Hours of Operation: Monday through Friday, 9:30am – 6:00pm

c. Target Population: Children ages 4 to 21 years who are experiencing a mental health crisis.

d. Exclusionary criteria:

- Requires medical treatment (e.g. overdose, current suicide attempt)
- Requires detox
- Actively psychotic

e. Average Length of Stay: 2 hours of intervention

f. Projected Number of Clients Served: per year: 350 Clients

g. Unit Definition: Crisis Counseling Units

7. Program Name: Intensive Home-Based Treatment (IHBT)

a. Program Description: Intensive home and community-based care designed to support youth and families. The goal is to prevent out-of-home placements and support youth as they transition back home, ensuring success and stability in the least restrictive setting possible. Services are provided using a team-based approach with a therapist and care coordinator.

b. Hour of Operation: Services are provided in the community, 3-5 hours per week, Monday-Friday, as scheduled with families. On-call services are available 24x7 as needed.

c. Target Population: Youth who are eligible for Ohio RISE, ages 5-17, reside in Hamilton, Butler, Warren or Clinton Counties, and committed to 3-5 hours per week of in home services.

d. Referrals: County Job and Family Services, Ohio RISE CMEs, behavioral health providers, Department of Development Disabilities, educational and legal system. (must meet CANS eligibility for Ohio RISE).

e. Average Length of Stay: 6 months

f. Projected Number of Clients: Maximum of 12 per team for 6 months

g. Unit Definition: case rate

8. Program Name: **Consultation** and Crisis Intervention (CCI)

a. Program Description: CCI is a mobile, county-wide service providing pre-hospital screening and consultation, crisis intervention, risk assessments,

and post-crisis follow-up services including referral/linkage to an on-going mental health outpatient provider, mental health education, and information and referral services. The purpose is to reduce the incidence of suicide and violence by providing a safety-net service for any individual in Butler, Warren or Clinton counties who is experiencing an acute mental health emergency.

b. Hours of Operation: Services are provided on a 24/7 basis.

c. Target Population: Available to ages 21 and up, who are residents of Butler, Warren and Clinton counties.

d. Referrals: May be made by any community member concerned about the well-being of an individual.

e. Average Length of Stay: CCI may provide emergency pharmacological intervention, stabilization services until on-going behavioral health outpatient services have been obtained.

f. Projected Number of Clients served annually: 1000

g. Unit Definition: codes 90839 "Crisis Psychotherapy" and 90840 "Crisis Psychotherapy extended time add-on". As well as Crisis TBS (this is H2019 with a kx modifier) and CPST which is code H0036.

9. Program Name: Workplace Associates

a. Program Description: Workplace Associates Vocational Case Management educates, coordinates, and advocates for job seekers with mental health issues. This program typically centers around a personalized "Action Plan" designed to help the job seeker learn about themselves, set goals, and create incremental steps to attain their employment goal. Additionally, Vocational Case Managers refer participants to outside services, such as therapeutic counseling, benefits analysis or OOD/BVR Supported Employment.

b. Hours of Operation: Office Hours 8:00am-5:00pm M-F, additional as needed to support vocational success.

c. Target Population: Ages 15 and up

d. Referrals: Behavioral Health Treatment Providers, schools, community members, Opportunities for Ohioans with Disabilities.

e. Average Length of Stay: 180 days

f. Projected Number of Clients served annually: 300

10. Mobile Response and Stabilization Service (MRSS)

a. Program Description (from Ohio Dept of Behavioral Health): Mobile Response and Stabilization Services (MRSS) is a free service that provides immediate help for youth aged 20 and under who are experiencing overwhelming mental, emotional, or behavioral distress or trauma that is impacting their ability to function within their family, school, or community.

With MRSS, a team of trained professionals will respond within 60 minutes of being called to a young person's home, school, or any other location in the community. The MRSS team helps calm the situation by offering immediate de-escalation, ensuring everyone is safe, and creating a plan for comprehensive wraparound care with up to 42 days of ongoing support.

No issue is too large or too small. If it feels like a crisis to the youth or their family, MRSS is available to help.

b. Hours of Operation: MRSS operates 24 hours a day, 365 days per year. In person response is available Monday-Friday from 8:00AM-8:00PM. Telephonic support is available overnight and on weekends, with in person support offered on the next business day.

c. Target Population: MRSS serves youth through age 20, and their families. Best Point current serves Hamilton, Butler, Warren, and Clinton Counties.

d. Referrals: MRSS is accessed by contacting 988.

e. Average Length of Stay: MRSS services are available for 42 days following the initial mobile response.

f. Projected Number of Clients Served Annually: Currently projecting 500-750 clients per region.

11. Peer Support

a. Program Description: Mental health peer support is a service provided by individuals with lived experience helping those currently receiving mental health treatment. Their role is to provide social, emotional, and practical support to those served. Peer support staff may offer hope, understanding, shared coping skills and help navigating systems of care. The goal is to promote recovery and well-being. Best Point offers both Family Peer Support and Youth Peer Support. The Family Peer Support is offered as part of the Mobile Response and Stabilization Service (MRSS). The Family Peer Support identifies as the caregiver of an individual with behavioral health needs and support the family

system of those being served. The Youth Peer Support is a young adult age 18-30 with lived experience with a mental health condition who supports youth under the age of 21.

b. Hour of Operation: Family Peer Support services offered through MRSS are available Monday-Friday from 8:00AM to 8:00PM. Youth Peer Support services are available Monday-Friday 8:00AM-5:00PM, based on the availability of the certified youth peer supporter.

c. Target Population: Family Peer Support services are offered to caregivers and families who are accessing MRSS for a youth aged 20 or younger. Youth Peer Support services are offered, on a limited basis, to youth aged 20 or younger to support their mental health treatment.

d. Referrals: Peer Support services are currently accessed through an internal referral from an existing treatment provider. Consumers who are interested in peer support services should communicate this interest to their care team/provider.

e. Average Length of Stay: length of stay is 6 weeks to 6 months.

f. Projected Number of Clients Served Annually: 500

12. Prevention

a. Program Description: Prevention services encompass a group of activities provided to children, adolescents, caregivers and other professionals in which the aim is education and skill building. The prevention services are not intended for the treatment of specific mental health conditions. Rather, prevention services are global and the intention is to provide foundational skills and knowledge to a population of individuals. Prevention may also include targeted intervention to a group of individuals who are deemed to be at higher than average risk for the development of social-emotional problems or who may display some mild symptoms or challenging behaviors, but not to the level that would meet criteria for mental illness.

b. Hours of Operation: Prevention services are typically offered Monday-Friday 8:00AM-5:00PM, but may vary based on the prevention program offered.

c. Target Population: The target population is children, adolescents, caregivers and other professionals in which the aim is education and skill building. Prevention may also include targeted intervention to a group of individuals who are deemed to be at higher than average risk for the development of behavioral health challenges.

d. Referrals—Prevention services are typically contracted by a specific group or community such as a school or community organization. Referrals are submitted by the entity requesting the prevention service.

e. Average length of stay: Prevention services may be a one time event or may be ongoing such as a weekly group session which would last on average 10-12 weeks.

f. Projected Number Served Annually—500

13. Supplemental Services—Social Recreation

a. Program Description: Best Point operates the Harbor House Clubhouse is to improve the quality of life of adults with severe and persistent mental illness by helping them expand their social supports, community living skills and provide a means of peer support. Members participate in a variety of activities, field trips, and recreation.

b. Hours of Operation: Monday-Friday 9:00AM-5:00PM

c. Target Population: Adults living in Butler County who are diagnosed with severe persistent mental illness and addiction.

d. Referrals—Individuals can be referred by community organizations, treatment providers, or self-referred.

e. Average Length of Stay: Membership is not time-limited.

f. Projected Number Served Annually: 150

Note: This service plan details behavioral health services offered by Best Point and is updated regularly to reflect any changes to service offerings. The full plan is available upon request.

If a consumer is seeking/in need of a service not provided by Best Point, our Intake Specialists are happy to offer connection to other community organizations. If a consumer needs another service during the course of treatment, and that service is not provided by Best Point, the provider will assist in making needed referrals.