

11.12 APPENDIX L

GLOSSARY

Advocacy: The process of being a proponent for the client in helping to remove any obstacles that may prevent the client from obtaining necessary services.

AODT: Alcohol and Other Drug Treatment

American Society of Addiction Medicine Patient Placement Criteria (ASAM): A tool used to determine the appropriate level of care and type of service for adolescents.

Appeal: A request for reconsideration of an SCA's decision at progressive stages until a grievance is resolved.

Assessment: A face-to-face interview with a client to ascertain treatment needs based on the degree and severity of drug and alcohol use through the development of a comprehensive confidential personal history.

Barrier: An impediment to accessing treatment and/or support services.

BDAP: Bureau of Drug and Alcohol Programs

Case Management: A collaborative process between the client and the case manager that facilitates the access to available resources and retention in treatment and support services, while simultaneously educating the client in the skills necessary to achieve and maintain self-sufficiency and recovery from substance abuse disorders.

Case Manager: Individuals performing screening, assessments, and/or ICM services, to include clinical staff at the provider level performing these functions.

Coaching: The process of skill building through educating the client on appropriate behaviors and interactions. Techniques used in coaching include modeling, rehearsing interviews, and role-playing difficult or problematic situations with clients.

Continued Stay Review: The process for reviewing the appropriateness of continued stay at a level of care and/or referral to a more appropriate level of care.

Discharge (from ICM): Termination of a client's involvement in services.

Disengagement: A progressive process that occurs over the course of a client's involvement in ICM services during which he/she begins to rely less on the case manager and more on his/her own abilities.

Emergent Care: Those conditions related to detoxification, psychiatric, and perinatal/prenatal that require an immediate referral for services.

Engagement: The process through which the case manager establishes rapport with a client or potential client.

Grievance: A written complaint by a client regarding a decision made by an SCA related to denial or termination of services, level of care determination, length of stay in treatment, length of stay in ICM, determination of financial liability, or violation of the client's human or civil rights.

Halfway House: A community based residential treatment and rehabilitation facility that provides services for chemically dependent persons in a supportive, chemical-free environment.

Health Insurance Portability and Accountability Act (HIPAA): Federal regulation addressing healthcare issues related to the standardization of electronic data, the development of unique health identifiers, and security standards protecting confidentiality and the integrity of health information.

Intensive Case Management: A collaborative and time intensive process between a client presenting with multiple needs and the lack of life skills to meet those needs and the case manager that facilitates the access to available resources and retention in treatment and support services.

Intensive Outpatient: An organized non-residential AOD treatment service provided according to a planned regime consisting of regularly scheduled treatment sessions at least 3 days per week with a minimum greater than 5 hours and a maximum of 10 hours per week. (Note: IOP is licensed as an outpatient activity).

Inventory of Support Services (ISS): The tool that determines the level of self-sufficiency in twelve life domains.

Level of Care: Intensity and types of treatment services ranging from outpatient to medically-managed residential.

Linking: This is the process by which case managers should refer clients to available resources that best meet individual needs and support the completion of goals specified in the service plan. It is important to maintain a balance between linking the client to services and doing too much for the client.

Medically Managed Inpatient Detox: An inpatient health care facility that provides 24-hour medically directed evaluation and detoxification in an acute care setting.

Medically Managed Inpatient Residential: An inpatient health care facility that provides 24-hour medically directed evaluation, care and treatment for clients with coexisting biomedical and/or psychiatric conditions and/or behavioral conditions which require frequent medical management. Such service requires immediate on-site access to nursing, specialized medical care, intensive medical care and physician care.

Medically Monitored Inpatient Detox: A residential facility that provides 24-hour professionally directed evaluation and detoxification of addicted clients.

Medically Monitored Long-Term Residential: A residential facility that provides 24-hour professionally directed evaluation, care and treatment for clients in chronic distress, whose addiction symptomatology is demonstrated by severe impairment of social, occupational or school functioning, with habilitation as a treatment goal.

Medically Monitored Short-Term Residential: A residential facility that provides 24-hour professionally directed evaluation, care and treatment for clients in acute distress, whose addiction symptomatology is demonstrated by moderate impairment of social, occupational or school functioning, with rehabilitation as a treatment goal.

Minimum Education and Training Requirements (MET's): Employment standards established by the State Civil Service Commission.

Monitoring: The process by which the case manager evaluates the progress toward the completion of goals identified in the service plan. Monitoring can include regular administration of the ISS, review and adjustment of the service plan, and the assessment of available community resources.

Outpatient: An organized, non-residential AOD treatment service provided in regularly scheduled treatment sessions for a maximum of 5 contact hours per week.

Partial Hospitalization: The provision of psychiatric, psychological, and other therapies on a planned and regularly scheduled basis. Partial hospitalization is designed for those clients who would benefit from more intensive services than are offered in outpatient treatment programs, but who do not require 24-hour inpatient care. This environment provides multi-modal and multi-disciplinary programming. Services consist of regularly scheduled treatment sessions a minimum of 3 days per week with a minimum of 10 or more hours per week.

Pennsylvania Client Placement Criteria (PCPC): The tool used in Pennsylvania to determine the appropriate level of care and type of service for adults.

Perinatal: The time frame ranging from the twenty-eighth week of pregnancy to twenty-eight days after birth.

Prenatal: The time frame ranging from conception to the twenty-eighth week of pregnancy.

Placement: The process of matching the assessed service and treatment needs of a client with the appropriate level of care and type of service.

Resource Coordination (RC): An additional level of case management, as defined by the SCA, that facilitates the access to available resources and retention in treatment and support services.

Screening: The first step in identifying the presence or absence of alcohol or other drug use whereby data is collected on an individual in order to determine if a referral for emergency services is warranted.

Self-sufficiency: The point at which the client is able to maintain recovery efforts and service needs without the help of the case manager or significant support from other social service agencies.

Service Plan: A written plan of action outlining goals and objectives to address client needs.

Single County Authority (SCA): Local entities responsible for program planning and the administration of federal and state-funded grants agreements and contracts.