

**441—24.54(230A) Standards for core services and supports.**

**24.54(1) *Outpatient services.*** Outpatient services include outpatient psychotherapy and counseling services and evaluation. These services are to be provided directly by the CMHC.

*a.* Outpatient psychotherapy and counseling services shall be provided in accordance with subrule 24.4(14) and shall include treatment modalities and evidence-based practices for children, adults, older adults, individuals with co-occurring conditions, and individuals discharged from inpatient settings. Clinical eligibility is determined at the time of initial assessment and annually thereafter in accordance with subrule 24.4(2).

*b.* Evaluation services shall be provided in accordance with subrule 24.4(16).

**24.54(2) *Twenty-four-hour emergency services.*** The organization shall provide or enter into a formal agreement with an accredited provider for at least one of the following:

*a.* Emergency services provided in accordance with subrule 24.4(15).

*b.* Twenty-four-hour crisis response provided in accordance with rule 441—24.33(225C).

**24.54(3) *Day treatment, partial hospitalization, or psychosocial rehabilitation services.*** The organization shall provide or enter into a formal agreement with an accredited provider for at least one of the following:

*a.* Day treatment provided in accordance with subrule 24.4(10), or

*b.* Partial hospitalization provided in accordance with subrule 24.4(13), or

*c.* Psychosocial rehabilitation services. This shall include at least one of the following:

(1) Assertive community treatment (ACT) provided in accordance with 441—subrule 25.6(2) and rule 441—77.38(249A).

(2) Intensive psychiatric rehabilitation services provided in accordance with subrule 24.4(11).

**24.54(4) *Admission screening for voluntary patients to a state mental health institute.***

*a.* Screening and evaluation shall be made available to individuals requesting admission to a state mental health institute.

*b.* The organization shall have policies and procedures that define the process to assist an individual seeking voluntary admission to a state mental health institute and to refer the individual to other services if treatment at the mental health institute is not immediately available.

**24.54(5) *Community support services (CSS).*** The purpose of CSS is to support individuals as they live and work in the community and address mental health symptoms and functional impairments that negatively affect integration and stability in the community.

*a. Performance benchmark.*

(1) Qualified staff provide CSS.

(2) CSS is provided to individuals in the target population with a mental illness and functional impairment.

*b. Performance indicators.*

(1) The following staff qualifications shall be met:

1. Have knowledge and experience in working with the target population.

2. Have the ability to create relationships with the individuals served that balance support of the mental illness and the need to allow for maximum individual independence.

3. Have a bachelor's degree with 30 semester hours or equivalent quarter hours in a human services field, including but not limited to psychology, social work, mental health counseling, marriage and family therapy, nursing, education, occupational therapy, and recreational therapy.

4. Complete a minimum of 12 hours of training within the first year of employment and annually in mental health conditions, including but not limited to the following topics:

- Mental health diagnoses, symptomology, and treatment;
- Crisis management, intervention, and de-escalation;
- Psychiatric medications, common medications, and potential side effects;
- Other diagnoses or conditions present in the population served; and
- Individual person-centered service plan, crisis plan, and behavioral support plan implementation.

(2) The following service components are provided:

1. Monitoring of mental health symptoms and functioning/reality orientation.
2. Transportation.
3. Supportive relationship.
4. Communication with other providers.
5. Ensuring individuals attend appointments and obtain medications.
6. Crisis intervention and developing a crisis plan.
7. Coordination and development of natural support systems for mental health support.

**24.54(6)** *Consultation services.* Consultation services shall be provided in accordance with Iowa Code section 230A.106(2)“f.”

**24.54(7)** *Education services.* Education services shall be provided in accordance with Iowa Code section 230A.106(2)“g.”

**24.54(8)** *Coordination with unaffiliated agencies.* Coordination shall be provided in accordance with Iowa Code section 230A.106(3).

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