

ADDENDUM
to
Purchase of Service Agreement
Between Itasca County Health and Human Services
and
FIRST CALL FOR HELP

WE THE PARTIES HERETO AGREE THAT THE TERMS AND AGREEMENT OF THE CONTRACT TO PROVIDE **CRISIS RESPONSE TEAM SERVICES** TO PERSONS CURRENTLY IN PLACE **JANUARY 1, 2016 THROUGH DECEMBER 31, 2016**, HAS THE FOLLOWING CHANGES EFFECTIVE: **OCTOBER 1, 2016:**

ADDED SERVICES: PROTECTED TRANSPORTATION (see Attachment 4)

All other Program Descriptions Remain Unchanged in the 2016 Purchase of Service Agreement.

AND THAT THESE SAME TERMS AND AGREEMENTS WILL BE HONORED BY THE PARTIES HEREIN DESCRIBED.

APPROVED:

CHAIRPERSON, BOARD OF CONTRACTOR

DATE

DIRECTOR OF CONTRACTING AGENCY

DATE

ITASCA COUNTY HEALTH AND HUMAN
SERVICES DIRECTOR

DATE

CHAIRPERSON, ITASCA COUNTY HEALTH
AND HUMAN SERVICES BOARD

DATE

ATTACHMENT 4

Protected Transportation is a state administered nonemergency medical transportation (NEMT) transport level of service. It is intended for use by a recipient who received a transportation level-of-service (LOS) assessment, and whose assessment determined that other forms of transportation are not appropriate. The recipient must require transport by a provider who meets both of the following criteria:

- • Has a protected vehicle that is not an ambulance or police car and has safety locks, a video recorder, and a transparent thermoplastic partition between the passenger and the vehicle driver
- • Is a provider certified by MnDOT as a protected transport provider

Mental health crisis teams certify the recipient for protected transportation services using the [Protected Transport Level-of-Service Assessment \(DHS-6715\) \(PDF\)](#). They base certification on the specific situation and needs of the client **at the time of the protected transportation request**. Protected transport certification is for a single date and a single transport (one trip or one trip leg).

The Minnesota Department of Transportation (MnDOT) must certify protected transportation providers and they must enroll with MHCP. Refer to the [Provider Enrollment](#) page for MHCP provider enrollment criteria.

Protected Transportation Provider Service Requirements

Protected transportation providers must deliver the level of assistance the recipient needs at the time of transport. This includes, but is not limited to the following:

- • Getting from inside the recipient's residence or pick-up location to the vehicle
- • Getting into and out of the vehicle
- • Fastening seat belts
- • Getting into and out of the recipient's medical facility
- • Getting to or from the recipient's appropriate medical appointment desk inside the medical facility
- • Using a vehicle that meets protected transportation requirements
- • Having a driver and an attendant in the vehicle while transporting the recipient

Verify the recipient's eligibility for an MHCP program that includes protected transportation in the benefit set. However, inclusion in the benefit set does not guarantee payment.

State Administered NEMT Vehicle Requirements

All protected transportation vehicles must meet MnDOT certification requirements in Minnesota Statutes [174.29](#) and [174.30](#). This includes all other MnDOT vehicle identification requirements for a MnDOT certified provider.

Driver and Attendant Training

All protected transportation drivers and attendants must meet the training requirements for protected transportation.

All protected transportation transports require a driver and an attendant to be in the vehicle during transport of the recipient. Drivers and attendants need to complete at least six hours of training from the options listed below. A mental health crisis team member who meets the required 40 hours of annual training has met the training requirements for the protected transportation driver or attendant positions. Training options include the following:

- • **Crisis Intervention Team Training (CIT)**: a training program developed in a number of U.S. states to help police officers react appropriately to situations involving mental illness, substance use disorders, or developmental disability
- • **Mental Health First Aid Training**: a Mental Health First Aid training program that introduces participants to risk factors and warning signs of mental health problems, builds understanding of their impact, and gives an overview of common treatments. A live training course, this training uses role-playing and simulations to demonstrate how to assess a mental health crisis; select interventions and provide initial help; and connect people to professional, peer and social supports as well as self-help resources

Other **formal de-escalation training** that equals six hours of training to prevent aggression and behavioral problems when crisis is not occurring and to respond quickly and effectively when it does occur. Includes learning on how to not incidentally reinforce problematic behavior and to respond in ways that will extinguish the future occurrences of those undesired behaviors

Crisis Stabilization – Residential

Residential crisis stabilization services can be provided in a supervised, licensed residential setting, such as a Rule 36 program or an adult foster care home. If the program serves more than five people, it must be licensed as a Rule 36 facility with the Intensive Residential Treatment variance. The program must have 24/7/365 residential staffing. These staff must have 24-hour access, in person or by phone, to a mental health professional.

If the setting serves more than four adults and one or more of the adults are receiving crisis stabilization services, a mental health professional, crisis-trained mental health practitioner, or crisis-trained rehabilitation worker must be present 24 hours per day. During the first 48 hours of stabilization, at least two staff must be present 24 hours per day and at least one staff person must be trained in providing crisis services.

The following services are expected to be provided in a crisis stabilization facility:

1. More in-depth assessment of mental health issues than the initial crisis assessment
2. Referrals to longer term mental health services as appropriate
3. Development and updating of individual crisis treatment, stabilization and prevention plan
4. Supportive counseling including
 - a. Identification of factors that lead up to the crisis
 - b. Development of a plan to deal with the triggering factors
 - c. Identifying resources
5. Skills training
 - a. Coping mechanisms related to avoiding or managing future crises
 - b. Prioritizing/problem solving
 - c. Practicing using resources and skills
6. Collaboration with other providers and individuals in the person's life on behalf of the individual (community intervention)

Medical Transportation: The transport of a recipient for the purpose of obtaining a covered service or transport of the recipient after the service is provided. The types of medical transportation are common carrier, special transportation and life support.