

Behavioral Health Services Organizations (BHSO) Survey Tool 902 KAR 20:430

Facility: _____

Date of survey: _____

Surveyor (s): _____

Executive/Program Director: _____

TAG	Section 3. Scope of Operation and Services	Compliant	Noncompliant	NA
E0005	A behavioral health services organization shall: (a) Provide behavioral health services, as described in Section 6 of this administrative regulation, to meet client needs; and			
E0010	A behavioral health services organization shall: Unless an extension is granted pursuant to subsection (2) of this section, become accredited within one (1) year of initial licensure by one (1) of the following: 1. Joint Commission; 2. Commission on Accreditation of Rehabilitation Facilities; 3. Council on Accreditation; or 4. A nationally recognized accreditation organization.			
E0011	If a behavioral health services organization has not obtained accreditation in accordance with subsection (1)(b) of this section within one (1) year of initial licensure, the organization may request a one (1) time only extension to complete the accreditation process.			
E0012	A request for extension shall: 1. Be submitted in writing to the Office of Inspector General at least sixty (60) days prior to the date of annual renewal; 2. Include evidence that the organization initiated the process of becoming accredited within sixty (60) days of initial licensure and is continuing its efforts to obtain accreditation; and 3. Include an estimated timeframe by which approval of accreditation is anticipated.			
E0015	The cabinet shall revoke a license if a behavioral health services organization fails to meet one (1) of the following requirements: (a) Become accredited in accordance with subsection (1)(b) of this section; (b) Request an extension in accordance with subsection (2) of this section if accreditation has not been obtained within one (1) year of initial licensure; or (c) Maintain accreditation.			
E0020	Proof of accreditation shall be provided to the Office of Inspector General upon receiving accreditation and at the time of annual renewal described in Section 2(2) of this administrative regulation.			

Comments: _____

TAG	Section 4. Administration and Operation	Compliant	Noncompliant	NA
E0025	Licensee. The licensee shall be legally responsible for: (a) The behavioral health services organization; (b) The establishment of administrative policy; and (c) Ensuring compliance with federal, state, and local laws and regulations pertaining to the operation of the organization.			
E0030	Executive director. The licensee shall establish lines of authority and designate an executive director who: (a) May serve in a dual role as the organization's program director described in subsection (5)(a) of this section;			
E0035	Executive director. The licensee shall establish lines of authority and designate an executive director who: (b) Shall be responsible for the administrative management of the organization, including: 1. The total program of the organization in accordance with the organization's written policies; and 2. Evaluation of the program as it relates to the needs of each client; and			
E0040	Executive director. The licensee shall establish lines of authority and designate an executive director who: (c) Shall have a master's degree in business administration or a human services field, or a bachelor's degree in a human services field, including: 1. Social work; 2. Sociology; 3. Psychology; 4. Guidance and counseling; 5. Education; 6. Religion; 7. Business administration; 8. Criminal justice; 9. Public administration; 10. Child care administration; 11. Christian education; 12. Divinity; 13. Pastoral counseling; 14. Nursing; 15. Public health; or 16. Another human service field related to working with children with severe emotional disabilities or clients with severe mental illness.			
E0045	An executive director with a master's degree shall have two (2) years of prior supervisory experience in a human services program.			
E0050	An executive director with a bachelor's degree shall have a minimum of two (2) years of prior experience in a human services program plus two (2) years of prior supervisory experience in a human services program.			
E0055	Personnel. A behavioral health services organization shall employ the following personnel directly or by contract: (a) A program director who shall be a: 1. Psychiatrist; 2. Physician; 3. Certified or licensed psychologist; 4. Licensed psychological practitioner; 5. Advanced practice registered nurse; 6. Licensed professional clinical counselor; 7. Licensed marriage and family therapist; 8. Licensed professional art therapist; 9. Licensed board certified behavior analyst; or 10. Licensed clinical social worker; and			

E0060	Personnel. (b) A sufficient number of personnel to provide behavioral health services, which may include: 1. Behavioral health professionals; 2. Behavioral health professionals under clinical supervision; 3. Licensed behavior analysts; 4. Licensed assistant behavior analysts; 5. Case managers as described in subsections (6), (7), and (8) of this section; 6. Peer support specialists; 7. Certified alcohol and drug counselors; or 8. Community support associates.			
E0065	A case manager who provides targeted case management services to clients with a substance use disorder shall: (a) Have a bachelor's degree in a human services field, including: 1. Psychology; 2. Sociology; 3. Social work; 4. Family studies; 5. Human services; 6. Counseling; 7. Nursing; or 8. Another human service degree program related to working with individuals with substance use disorders, mental health disorders, or co-occurring disorders;			
E0070	A case manager who provides targeted case management services to clients with a substance use disorder shall: (b) 1. Have a minimum of one (1) year of full-time employment working directly with adolescents or adults in a human service setting after completion of a bachelor's degree as described in paragraph (a) of this subsection; or 2. Have a master's degree in a human services field as described in paragraph (a) of this subsection;			
E0075	A case manager who provides targeted case management services to clients with a substance use disorder shall: (c) 1. Have successfully completed case management training approved by the Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID) within six (6) months of employment; and 2. Have successfully completed recertification requirements approved by DBHDID every three (3) years thereafter; and			
E0080	A case manager who provides targeted case management services to clients with a substance use disorder shall: (d) Be supervised by a behavioral health professional who: 1. Has completed case management training approved by DBHDID; and 2. Has supervisory contact at least two (2) times per month with at least one (1) of the contacts on an individual basis and face-to-face.			
E0085	A case manager who provides targeted case management services to clients with co-occurring mental health or substance use disorders and chronic or complex physical health issues shall: (a) Have a bachelor's degree in a human services field as described in subsection (6)(a) of this section;			

E0090	<p>A case manager who provides targeted case management services to clients with co-occurring mental health or substance use disorders and chronic or complex physical health issues shall: (b)1. After completion of a bachelor's degree, have a minimum of five (5) years of experience providing service coordination or referring clients with complex behavioral health needs and co-occurring disorders or multi-agency involvement to community based services; or 2. After completion of a master's degree in social work, family studies, clinical counseling, psychology, nursing, or another human service degree program related to working with individuals with substance use disorders, mental health disorders, or co-occurring disorders, have a minimum of two (2) years of experience providing service coordination or referring clients with complex behavioral health needs and co-occurring disorders or multi-agency involvement to community based services;</p>			
E0095	<p>A case manager who provides targeted case management services to clients with co-occurring mental health or substance use disorders and chronic or complex physical health issues shall: (c) 1. Have successfully completed case management training approved by the DBHDID within six (6) months of employment; and 2. Have successfully completed recertification requirements approved by DBHDID every three (3) years thereafter; and</p>			
E0100	<p>A case manager who provides targeted case management services to clients with co-occurring mental health or substance use disorders and chronic or complex physical health issues shall: (d) For a bachelor's level case manager, be supervised by a behavioral health professional who: 1. Has completed case management training approved by DBHDID; and 2. Has supervisory contact at least three (3) times per month with at least two (2) of the contacts on an individual basis and face-to-face.</p>			
E0105	<p>A case manager who provides targeted case management services to children with a severe emotional disability or clients with a severe mental illness shall: (a) Have a bachelor's degree in a human services field as described in subsection (6)(a) of this section;</p>			
E0110	<p>A case manager who provides targeted case management services to children with a severe emotional disability or clients with a severe mental illness shall: (b) 1. Have a minimum of one (1) year of full-time employment working directly with individuals with behavioral health needs after completion of a bachelor's degree in a behavioral science field as described in subsection (6)(a) of this section; or 2. Have a master's degree in a human services field as described in subsection (6)(a);</p>			

E0115	A case manager who provides targeted case management services to children with a severe emotional disability or clients with a severe mental illness shall: (c) 1. Have successfully completed case management training approved by DBHDID within six (6) months of employment; and 2. Have successfully completed recertification requirements approved by DBHDID every three (3) years thereafter; and			
E0120	A case manager who provides targeted case management services to children with a severe emotional disability or clients with a severe mental illness shall: (d) Be supervised by a behavioral health professional who: 1. Has completed case management training approved by DBHDID; and 2. Has supervisory contact at least two (2) times per month with at least one (1) of the contacts on an individual basis and face-to-face.			
E0125	Background checks. (a) The executive director and all personnel of a behavioral health services organization shall: 1. Have a criminal record check performed upon initial hire through the Administrative Office of the Courts or the Kentucky State Police; 2. Not have a criminal conviction, or plea of guilty, to a: a. Sex crime as specified in KRS 17.500; b. Violent crime as specified in KRS 439.3401; c. Criminal offense against a minor as specified in KRS 17.500; or d. Class A felony; and 3. Not be listed on the following: a. Central registry established by 922 KAR 1:470; b. Nurse aide or home health aide abuse registry established by 906 KAR 1:100; or c. Caregiver misconduct registry established by 922 KAR 5:120E and 922 KAR 5:120.			
E0126	Background checks. (b) A behavioral health services organization may use Kentucky's national background check system established by 906 KAR 1:190 to satisfy the background check requirements of paragraph (a) of this subsection.			
E0130	Background checks. (c) A behavioral health services organization shall perform annual criminal record and registry checks as described in paragraph (a) of this subsection on a random sample of at least twenty-five (25) percent of all personnel.			
E0135	Policies. The behavioral health services organization shall establish written policies for the administration and operation of the organization which shall be available to all personnel and include: (a) A description of the organizational structure specifying the responsibility, function, and interrelations of each organizational unit, and the lines of administrative and clinical authority;			
E0140	Policies. (b) The organization's method and procedure for storage, dispensing, and administering a drug or biological agent;			

E0145	Policies. (c) A client grievance procedure as described in subsection (14) of this section;			
E0150	Policies. (d) The organization's procedure for maintaining the confidentiality of client records in accordance with federal, state, and local statutes and regulations; and			
E0155	Policies. (e) Personnel policy, including: 1. A job description and qualifications for each personnel category; 2. A plan for orientation of personnel to the policies and objectives of the organization and on-the-job training, if necessary; and 3. An annual training program for staff which may include: a. Detection and reporting of abuse, neglect, or exploitation; b. Behavioral management, including de-escalation training; c. Physical management procedures and techniques; and d. Emergency and safety procedures.			
E0160	Personnel record. A personnel record shall be kept on each staff member and shall contain the following items: (a) Name and address; (b) Verification of all training and experience, including licensure, certification, registration, or renewals; (c) Verification of submission to the background check requirements of subsection (9) of this section; (d) Annual performance appraisals; and (e) Employee incident reports.			
E0165	After hours services. (a) The behavioral health services organization shall provide, directly or through written agreement with another behavioral health services provider, access to face-to-face emergency services twenty-four (24) hours per day, seven (7) days per week.			
E0170	After hours services. (b) Emergency services shall include interventions necessary to screen, assess, refer, and treat an individual from the point of the identified emergency or behavioral health crisis to the point of resolution of the emergency or crisis.			
E0175	Quality assurance and utilization review. (a) The behavioral health services organization shall have a quality assurance and utilization review program designed to: 1. Enhance treatment and care through the ongoing objective assessment of services provided, including the correction of identified problems; and 2. Provide an effective mechanism for review and evaluation of the service needs of each client.			
E0180	Quality assurance and utilization review. (b) The need for continuing services shall be evaluated immediately upon a change in a client's service needs or a change in the client's condition to ensure that proper arrangements have been made for: 1. Discharge; 2. Transfer; or 3. Referral to another service provider, if appropriate.			

E0185	<p>Client grievance policy. The behavioral health services organization shall have written policies and procedures governing client grievances which shall include the following:</p> <p>(a) Identification of a behavioral health services organization ombudsman;</p> <p>(b) A process for filing a written client grievance;</p> <p>(c) An appeals process with time frames for filing and responding to a grievance in writing;</p> <p>(d) Protection for a client from interference, coercion, discrimination, or reprisal; and</p> <p>(e) Conspicuous posting of the grievance procedures in a public area to inform a client of: 1. His or her right to file a grievance; 2. The process for filing a grievance; and 3. The address and telephone number of the behavioral health services organization's and cabinet's ombudsman.</p>			
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Comments:

TAG	Section 5. Residential Services for Substance Use Disorders	Compliant	Noncompliant	NA
E0190	If a behavioral health services organization licensed under this administrative regulation provides residential services to clients with a substance use disorder, the organization shall obtain separate licensure as an alcohol and other drug abuse treatment program pursuant to 908 KAR 1:370.			
E0195	In addition to meeting the requirements of 908 KAR 1:370 for residential treatment programs, a behavioral health services organization that provides residential services for substance use disorders shall: (a) Provide intensive treatment and skills building in a structured and supportive environment;			
E0200	In addition to meeting the requirements of 908 KAR 1:370 for residential treatment programs, a behavioral health services organization that provides residential services for substance use disorders shall: (b) Assist the client in abstaining from alcohol or substance use and in entering alcohol or drug addiction recovery;			
E0205	In addition to meeting the requirements of 908 KAR 1:370 for residential treatment programs, a behavioral health services organization that provides residential services for substance use disorders shall: (c) Provide services in a twenty-four (24) hour a day, live-in facility that offers a planned and structured regimen of care aimed at treating individuals with addiction or co-occurring mental health and substance use disorders;			
E0210	In addition to meeting the requirements of 908 KAR 1:370 for residential treatment programs, a behavioral health services organization that provides residential services for substance use disorders shall: (d) Assist the client in making necessary changes to enable the individual to live drug- or alcohol-free;			

E0215	In addition to meeting the requirements of 908 KAR 1:370 for residential treatment programs, a behavioral health services organization that provides residential services for substance use disorders shall: (e) Provide services under the medical direction of a physician; and			
E0220	In addition to meeting the requirements of 908 KAR 1:370 for residential treatment programs, a behavioral health services organization that provides residential services for substance use disorders shall: (f) Provide continuous nursing services in which a registered nurse shall be: 1. On-site during traditional first shift hours, Monday through Friday; 2. Continuously available by phone after hours; and 3. On-site as needed in follow-up to telephone consultation after hours.			

Comments:

TAG	Section 6. Services	Compliant	Noncompliant	NA
E0225	A behavioral health services organization licensed under this administrative regulation shall obtain separate licensure as an alcohol and other drug abuse treatment program pursuant to 908 KAR 1:370 if the organization provides any of the following outpatient services for the treatment of individuals with a substance use disorder or co-occurring disorder in which substance use disorder is the primary diagnosis: (a) Screening; (b) Assessment; (c) Crisis intervention; (d) Mobile crisis services; (e) Day treatment; (f) Peer support; (g) Intensive outpatient program services; (h) Individual outpatient therapy; (i) Group outpatient therapy; (j) Family outpatient therapy; (k) Collateral outpatient therapy; (l) Screening, brief intervention and referral to treatment; or (m) Targeted case management.			
E0230	A behavioral health services organization shall provide treatment to meet client needs, including one (1) or more of the following: (a) Screening which shall be provided by a behavioral health professional, behavioral health professional under clinical supervision, or certified alcohol and drug counselor to determine the: 1. Likelihood that an individual has a mental health, substance use, or co-occurring disorder; and 2. Need for an assessment;			

E0235	<p>A behavioral health services organization shall provide treatment to meet client needs, including one (1) or more of the following: (b) Assessment which shall: 1. Be provided by a behavioral health professional, behavioral health professional under clinical supervision, licensed behavior analyst, licensed assistant behavior analyst working under the supervision of a licensed behavior analyst, or a certified alcohol and drug counselor who gathers information and engages in a process with the client, thereby enabling the professional to: a. Establish the presence or absence of a mental health, substance use, or co-occurring disorder; b. Determine the client's readiness for change; c. Identify the client's strengths or problem areas which may affect the treatment and recovery processes; and d. Engage the client in developing an appropriate treatment relationship; 2. Establish or rule out the existence of a clinical disorder or service need; 3. Include working with the client to develop a plan of care if a clinical disorder or service need is assessed; and 4. Not include psychological or psychiatric evaluations or assessments;</p>			
E0240	<p>A behavioral health services organization shall provide treatment to meet client needs, including one (1) or more of the following: (c) Psychological testing which shall: 1. Be performed by a licensed psychologist, licensed psychological associate, or licensed psychological practitioner; and 2. Include a psychodiagnostic assessment of personality, psychopathology, emotionality, or intellectual disabilities, and interpretation and written report of testing results;</p>			

E0245	<p>A behavioral health services organization shall provide treatment to meet client needs, including one (1) or more of the following: (d) Crisis intervention which:</p> <ol style="list-style-type: none"> 1. Shall be a therapeutic intervention for the purpose of immediately reducing or eliminating the risk of physical or emotional harm to the client or another individual; 2. Shall consist of clinical intervention and support services necessary to provide integrated crisis response, crisis stabilization interventions, or crisis prevention activities; 3. Shall be provided: a. On-site at the behavioral health services organization's facility; b. As an immediate relief to the presenting problem or threat; and c. In a face-to-face, one (1) on one (1) encounter; 4. May include verbal de-escalation, risk assessment, or cognitive therapy; 5. Shall be provided by: a. Behavioral health professional; b. Behavioral health professional under clinical supervision; or c. Certified alcohol and drug counselor; 6. Shall be followed by a referral to noncrisis services, if applicable; and 7. May include: a. Further service prevention planning, including: (i) Lethal means reduction for suicide risk; or (ii) Substance use disorder relapse prevention; or b. Verbal de-escalation, risk assessment, or cognitive therapy; 			
E0250	<p>A behavioral health services organization shall provide treatment to meet client needs, including one (1) or more of the following: (e) Mobile crisis services which shall:</p> <ol style="list-style-type: none"> 1. Be available twenty-four (24) hours a day, seven (7) days a week, every day of the year; 2. Be provided for a duration of less than twenty-four (24) hours; 3. Not be an overnight service; and 4. Be a multi-disciplinary team based intervention that ensures and access to acute mental health and substance use services and supports to: a. Reduce symptoms or harm; or b. Safely transition an individual in an acute crisis to the appropriate, least restrictive level of care; 5. Involve all services and supports necessary to provide: a. Integrated crisis prevention; b. Assessment and disposition; c. Intervention; d. Continuity of care recommendations; and e. Follow-up services; 6. Be provided face-to-face in a home or community setting by: a. Behavioral health professional; b. Behavioral health professional under clinical supervision; or c. Certified alcohol and drug counselor; and 7. Ensure access to a board certified or board-eligible psychiatrist twenty-four (24) hours a day, seven (7) days a week, every day of the year; 			

E0255	<p>A behavioral health services organization shall provide treatment to meet client needs, including one (1) or more of the following: (f) Day treatment which shall: 1. Be a nonresidential, intensive treatment program designed for children who: a. Have a substance use disorder, mental health disorder, or co-occurring disorder; b. Are under twenty-one (21) years of age; and c. Are at high risk of out-of-home placement due to a behavioral health issue; 2. Consist of an organized, behavioral health program of treatment and rehabilitative services for substance use disorder, mental health disorder, or a co-occurring disorder; 3. Have unified policies and procedures that address the organization's philosophy, admission and discharge criteria, admission and discharge process, staff training, and integrated case planning; 4. Include the following: a. Individual outpatient therapy, family outpatient therapy, or group outpatient therapy; b. Behavior management and social skill training; c. Independent living skills that correlate to the age and development stage of the client; or d. Services designed to explore and link with community resources before discharge and to assist the client and family with transition to community services after discharge; 5. Be provided as follows: a. In collaboration with the education services of the local education authority including those provided through 20 U.S.C. 1400 et seq. (Individuals with Disabilities Education Act) or 29 U.S.C. 701 et seq. (Section 504 of the Rehabilitation Act); b. On school days and during scheduled school breaks; c. In coordination with the child's individual educational plan or Section 504 plan if the child has an individual educational plan or Section 504 plan; d. By personnel that includes a behavioral health professional, a behavioral health professional under clinical supervision, a certified alcohol and drug counselor, or a peer support specialist; and e. According to a linkage agreement with the local education authority that specifies the responsibilities of the local education authority and the day treatment provider; and 6. Not include a therapeutic clinical service that is included in a child's individualized education plan;</p>			
E0260	<p>A behavioral health services organization shall provide treatment to meet client needs, including one (1) or more of the following: (g) Peer support which shall: 1. Be provided by peer support specialist; 2. Be structured and scheduled nonclinical therapeutic activity with a client or group of clients; 3. Promote socialization, recovery, self-advocacy, preservation, and enhancement of community living skills; and 4. Be identified in the client's plan of care;</p>			

E0265	<p>A behavioral health services organization shall provide treatment to meet client needs, including one (1) or more of the following: (h) Intensive outpatient program services which shall:</p> <ol style="list-style-type: none"> 1. Offer a multi-modal, multi-disciplinary structured outpatient treatment program that is more intensive than individual outpatient therapy, group outpatient therapy, or family outpatient therapy; 2. Be provided at least three (3) hours per day at least three (3) days per week; 3. Include the following: a. Individual outpatient therapy; b. Group outpatient therapy; c. Family outpatient therapy unless contraindicated; d. Crisis intervention; or e. Psycho-education during which the client or client's family member shall be: (i) Provided with knowledge regarding the client's diagnosis, the causes of the condition, and the reasons why a particular treatment might be effective for reducing symptoms; and (ii) Taught how to cope with the client's diagnosis or condition in a successful manner; 4. Include a treatment plan which shall: a. Be individualized; and b. Focus on stabilization and transition to a lower level of care; 5. Be provided by a behavioral health professional, behavioral health professional under clinical supervision, or a certified alcohol and drug counselor; 6. Include access to a board-certified or board-eligible psychiatrist for consultation; 7. Include access to a psychiatrist, other physician, or advanced practice registered nurse for medication prescribing and monitoring; and 8. Be provided in a setting with a minimum client-to-staff ratio of ten (10) clients to one (1) staff person; 			
E0270	<p>A behavioral health services organization shall provide treatment to meet client needs, including one (1) or more of the following: (i) Individual outpatient therapy which shall:</p> <ol style="list-style-type: none"> 1. Be provided to promote the: a. Health and wellbeing of the client; or b. Recovery from a substance related disorder; 2. Consist of: a. A face-to-face encounter with the client; and b. A behavioral health therapeutic intervention provided in accordance with the client's plan of care; 3. Be aimed at: a. Reducing adverse symptoms; b. Reducing or eliminating the presenting problem of the client; and c. Improving functioning; 4. Not exceed three (3) hours per day; and 5. Be provided by a behavioral health professional, behavioral health professional under clinical supervision, licensed behavior analyst, licensed assistant behavior analyst working under the supervision of a licensed behavior analyst, or a certified alcohol and drug counselor; 			

E0275	<p>A behavioral health services organization shall provide treatment to meet client needs, including one (1) or more of the following: (j) Group outpatient therapy shall:</p> <ol style="list-style-type: none"> 1. Be provided to promote the: a. Health and wellbeing of the client; or b. Recovery from a substance related disorder; 2. Consist of a face-to-face behavioral health therapeutic intervention provided in accordance with the client's plan of care; 3. Excluding multi-family group therapy, be provided in a group setting of nonrelated individuals, not to exceed twelve (12) individuals in size. For group outpatient therapy, a nonrelated individual means any individual who is not a spouse, significant other, parent or person with custodial control, child, sibling, stepparent, stepchild, step-brother, step-sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, grandparent, or grandchild; 4. Focus on the psychological needs of the client as evidenced in the client's plan of care; 5. Center on goals including building and maintaining healthy relationships, personal goals setting, and the exercise of personal judgment; 6. Not include physical exercise, a recreational activity, an educational activity, or a social activity; 7. Not exceed three (3) hours per day per client unless additional time is medically necessary in accordance with 907 KAR 3:130; 8. Ensure that the group has a deliberate focus and defined course of treatment; 9. Ensure that the subject of group outpatient therapy shall be related to each client participating in the group; and 10. Be provided by a behavioral health professional, behavioral health professional under clinical supervision, licensed behavior analyst, licensed assistant behavior analyst working under the supervision of a licensed behavior analyst, or a certified alcohol and drug counselor who shall maintain individual notes regarding each client within the group in the client's record; 			
E0280	<p>A behavioral health services organization shall provide treatment to meet client needs, including one (1) or more of the following: (k) Family outpatient therapy which shall:</p> <ol style="list-style-type: none"> 1. Consist of a face-to-face behavioral health therapeutic intervention provided through scheduled therapeutic visits between the therapist, the client, and at least one (1) member of the client's family; 2. Address issues interfering with the relational functioning of the family; 3. Seek to improve interpersonal relationships within the client's home environment; 4. Be provided to promote the health and wellbeing of the client or recovery from a substance use disorder; 5. Not exceed three (3) hours per day per client unless additional time is medically necessary in accordance with 907 KAR 3:130; and 6. Be provided by a behavioral health professional or a behavioral health professional under clinical supervision, or a certified alcohol and drug counselor; 			

E0285	<p>A behavioral health services organization shall provide treatment to meet client needs, including one (1) or more of the following: (l) Collateral outpatient therapy which shall consist of a face-to-face behavioral health consultation: 1. With a parent, caregiver, or person who has custodial control of a client under the age of twenty-one (21), household member, legal representative, school personnel, or treating professional; 2. Be provided by a behavioral health professional, behavioral health professional under clinical supervision, licensed behavior analyst, licensed assistant behavior analyst working under the supervision of a licensed behavior analyst, or a certified alcohol and drug counselor; and 3. Provided upon the written consent of a parent, caregiver, or person who has custodial control of a client under the age of twenty-one (21). Documentation of written consent shall be signed and maintained in the client's record;</p>			
E0290	<p>A behavioral health services organization shall provide treatment to meet client needs, including one (1) or more of the following: (m) Service planning which shall be provided by a behavioral health professional, behavioral health professional under clinical supervision, licensed behavior analyst, or licensed assistant behavior analyst working under the supervision of a licensed behavior analyst to: 1. Assist a client in creating an individualized plan for services needed for maximum reduction of the effects of a mental health disorder; 2. Restore a client's functional level to the client's best possible functional level; and 3. Develop a service plan which: a. Shall be directed by the client; and b. May include: (i) A mental health advance directive being filed with a local hospital; (ii) A crisis plan; or (iii) A relapse prevention strategy or plan;</p>			
E0295	<p>A behavioral health services organization shall provide treatment to meet client needs, including one (1) or more of the following: (n) Residential services for substance use disorders as described in Section 5 of this administrative regulation;</p>			

E0300	<p>A behavioral health services organization shall provide treatment to meet client needs, including one (1) or more of the following: (o) Screening, brief intervention and referral to treatment for substance use disorders which shall:</p> <ol style="list-style-type: none"> 1. Be an evidence-based early intervention approach for an individual with non-dependent substance use prior to the need for more extensive or specialized treatment; 2. Consist of: a. Using a standardized screening tool to assess the individual for risky substance use behavior; b. Engaging a client who demonstrates risky substance use behavior in a short conversation, providing feedback and advice; c. Referring the client to therapy or other services that address substance use if the client is determined to need additional services; and 3. Be provided by a behavioral health professional, behavioral health professional under clinical supervision, or a certified alcohol and drug counselor; 			
E0305	<p>A behavioral health services organization shall provide treatment to meet client needs, including one (1) or more of the following: (p) Assertive community treatment for mental health disorders which shall:</p> <ol style="list-style-type: none"> 1. Include assessment, treatment planning, case management, psychiatric services, medication prescribing and monitoring, individual and group therapy, peer support, mobile crisis services, mental health consultation, family support, and basic living skills; 2. Be provided by a multidisciplinary team of at least four (4) professionals, including a psychiatrist, nurse, case manager, peer support specialist and any other behavioral health professional or behavioral health professional under clinical supervision; and 3. Have adequate staffing to ensure that no caseload size exceeds ten (10) participants per team member; 			
E0310	<p>A behavioral health services organization shall provide treatment to meet client needs, including one (1) or more of the following: (q) Comprehensive community support services which shall:</p> <ol style="list-style-type: none"> 1. Consist of activities needed to allow an individual with a mental health disorder to live with maximum independence in the community through the use of skills training as identified in the client's treatment plan; 2. Consist of using a variety of psychiatric rehabilitation techniques to: a. Improve daily living skills; b. Improve self-monitoring of symptoms and side effects; c. Improve emotional regulation skills; d. Improve crisis coping skills; and e. Develop and enhance interpersonal skills; and 3. Be provided by a: a. Behavioral health professional; b. Behavioral health professional under clinical supervision; c. Community support associate; d. Licensed behavior analyst; or e. Licensed assistant behavior analyst working under the supervision of a licensed behavior analyst; 			

E0315	<p>A behavioral health services organization shall provide treatment to meet client needs, including one (1) or more of the following: (r) Therapeutic rehabilitation program for an adult with a severe mental illness or child with a severe emotional disability which shall: 1. Include services designed to maximize the reduction of mental illness or emotional disability and restoration of the client's functional level to the individual's best possible functioning; 2. Establish the client's own rehabilitative goals within the person-centered plan of care; 3. Be delivered using a variety of psychiatric rehabilitation techniques focused on: a. Improving daily living skills; b. Self-monitoring of symptoms and side effects; c. Emotional regulation skills; d. Crisis coping skills; and e. Interpersonal skills; and 4. Be provided individually or in a group by a: a. Behavioral health professional; b. Behavioral health professional under clinical supervision; or c. Peer support specialist; or</p>			
E0320	<p>A behavioral health services organization shall provide treatment to meet client needs, including one (1) or more of the following: (s) Targeted case management services which shall: 1. Include services to one (1) or more of the following target groups: a. An adult or a child with substance use disorder; b. An adult or child with co-occurring mental health or substance use disorder and chronic or complex physical health issues; c. A child with a severe emotional disability; or d. An adult with severe mental illness; 2. Be provided by a case manager as described in Section 4(6), (7), or (8) of this administrative regulation; and 3. Include the following assistance: a. Comprehensive assessment and reassessment of client needs to determine the need for medical, educational, social, or other services. The reassessment shall be conducted annually or more often if needed based on changes in the client's condition; b. Development of a specific care plan which shall be based on information collected during the assessment and revised if needed upon reassessment; c. Referral and related activities, which may include: (i) Scheduling appointments for the client to help the individual obtain needed services; or (ii) Activities that help link the client with medical, social, educational providers, or other programs and services which address identified needs and achieve goals specified in the care plan; and d. Monitoring which shall be face-to-face and occur no less than once every three (3) months to determine that: (i) Services are furnished according to the client's care plan; (ii) Services in the care plan are adequate; and (iii) Changes in the needs or status of the client are reflected in the care plan; and e. Contacts with the client, family members, service providers, or others are conducted as frequently as needed to help the client: (i) Access services; (ii) Identify needs and supports to assist the client in obtaining services; and (iii) Identify changes in the client's needs.</p>			

E0321	(3) Excluding methadone-based treatment which is restricted to regulation under 908 KAR 1:340, a behavioral health services organization may employ or have an affiliation with a physician or physicians who prescribe FDA-approved drugs for the treatment of opioid addiction in adult patients. The behavioral health services organization shall comply with the following requirements: (a) Ensure that the physician documents in the patient ' s record whether the patient is compliant with prescribed dosing as evidenced by the results of: 1. A KASPER report released to the physician pursuant to KRS 218A.202(6)(e); and 2. Drug testing; (b) Offer individual and group outpatient therapy as a service and document monitoring of compliance with recommended non-medication therapies even if the therapies are provided in another behavioral health setting; and (c) Ensure that the physician complies with the prescribing and dispensing standards in 201 KAR 9:270 for FDA-approved drugs used for the treatment of opioid addiction.			
E0322	(4) A narcotic treatment program (NTP) licensed under 908 KAR 1:340 may obtain licensure as a behavioral health services organization if the NTP employs or has an affiliation with a physician or physicians who prescribe FDA-approved drugs other than methadone for the treatment of opioid addiction in adult patients.			

Comments:

TAG	Section 7. Plan of Care	Compliant	Noncompliant	NA
E0325	Each client receiving direct treatment from a behavioral health services organization shall have an individual plan of care signed by a behavioral health professional.			
E0330	A plan of care shall: (a) Describe the services to be provided to the client, including the frequency of services; (b) Contain measurable goals for the client to achieve, including the expected date of achievement for each goal; (c) Describe the client's functional abilities and limitations, or diagnosis listed in the current edition of the American Psychiatric Association Diagnostic and Statistical Manual of Mental Disorders; (d) Specify each staff member assigned to work with the client; (e) Identify methods of involving the client's family or significant others if indicated; (f) Specify criteria to be met for termination of treatment; (g) Include any referrals necessary for services not provided directly by the behavioral health services organization; and (h) The date scheduled for review of the plan.			
E0335	The client shall participate to the maximum extent feasible in the development of his or her plan of care, and the participation shall be documented in the client's record.			

E0340	The initial plan of care shall be developed through multidisciplinary team conferences as clinically indicated and at least thirty (30) days following the first ten (10) days of treatment. (b)1. The plan of care for individuals receiving residential services for substance use disorder or intensive outpatient program services shall be reviewed every thirty (30) days thereafter and updated every sixty (60) days or earlier if clinically indicated. 2. The plan of care for individuals receiving outpatient services, as described in Section 6(2)(a) through (g) and (i) through (s) of this administrative regulation, shall be reviewed and updated every six (6) months thereafter or earlier if clinically indicated. (c) The plan of care and each review and update shall be signed by the participants in the multidisciplinary team conference that developed it.			
E0345	A medical service, including a change of medication, a diet restriction, or a restriction on physical activity shall be ordered by a physician or other ordering practitioner acting within the limits of his or her statutory scope of practice.			
Comments:				

TAG	Section 8. Client Records	Compliant	Noncompliant	NA
E0350	A client record shall be maintained for each individual receiving services.			
E0355	Each entry shall be current, dated, signed, and indexed according to the service received.			
E0360	Each client record shall contain: (a) An identification sheet, including the client's name, address, age, gender, marital status, expected source of payment, and referral source; (b) Information on the purpose for seeking a service; (c) If applicable, consent of appropriate family members or guardians for admission, evaluation, and treatment; (d) Screening information pertaining to the mental health or substance use disorder; (e) If applicable, a psychosocial history; (f) If applicable, staff notes on services provided; (g) If applicable, the client's plan of care; (h) If applicable, disposition; (i) If applicable, assigned status; (j) If applicable, assigned therapists; and (k) If applicable, a termination study recapitulating findings and events during treatment, clinical impressions, and condition on termination.			
E0365	Ownership. (a) Client records shall be the property of the organization;			
E0370	Ownership. (b) The original client record shall not be removed from the organization except by court order or subpoena; and			

E0375	Ownership. (c) Copies of a client record or portions of the record may be used and disclosed. Use and disclosure shall be as established in this administrative regulation.			
E0380	Retention of records. After a client's death or discharge, the completed client record shall be placed in an inactive file and: (a) Retained for six (6) years; or (b) If a minor, three (3) years after the client reaches the age of majority under state law, whichever is the longest.			
E0385	Confidentiality and Security: Use and Disclosure. (a) The organization shall maintain the confidentiality and security of client records in compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), 42 U.S.C. 1320d-2 to 1320d-8, and 45 C.F.R. Parts 160 and 164, as amended, including the security requirements mandated by subparts A and C of 45 C.F.R. Part 164, or as provided by applicable federal or state law, including 42 U.S.C. 290 ee-3, and the Confidentiality of Alcohol and Drug Abuse Patient Records, 42 C.F.R. Part 2.			
E0390	Confidentiality and Security: Use and Disclosure. (b) The organization may use and disclose client records. Use and disclosure shall be as established or required by: 1. HIPAA, 42 U.S.C. 1320d-2 to 1320d-8, and 45 C.F.R. Parts 160 and 164; or 2. 42 U.S.C. 290 ee-3, and the Confidentiality of Alcohol and Drug Abuse Patient Records, 42 C.F.R. Part 2.			
E0395	Confidentiality and Security: Use and Disclosure. (c) This administrative regulation shall not be construed to forbid the behavioral health services organization from establishing higher levels of confidentiality and security than required by HIPAA, 42 U.S.C. 1320d-2 to 1320d-8, and 45 C.F.R. Parts 160 and 164, or 42 U.S.C. 290 ee-3, and the Confidentiality of Alcohol and Drug Abuse Patient Records, 42 C.F.R. Part 2.			
Comments:				

TAG	Section 9. Client Rights	Compliant	Noncompliant	NA
E0400	A behavioral health services organization shall have written policies and procedures to ensure that the rights of a client are protected while receiving one (1) or more services as described in Section 6 of this administrative regulation.			
E0405	A behavioral health services organization shall have written policies and procedures governing client grievances pursuant to Section 4(14) of this administrative regulation.			
E0410	A client shall not be unlawfully discriminated against in determining eligibility for a service.			

E0415	<p>During a behavioral health services organization's intake procedures, a client shall sign a statement which specifies that the client has the right to: (a) Give informed consent to receive a service.</p> <ol style="list-style-type: none"> 1. An adult shall sign an informed consent to receive a service. 2. A parent, caregiver, or person who has custodial control of a child shall sign an informed consent for the child to receive a service; <p>(b) Have input into his or her plan of care and be informed of the plan's content;</p> <p>(c) Receive individualized treatment;</p> <p>(d) File a grievance, recommendation or opinion regarding the services the client receives;</p> <p>(e) Give informed written consent regarding participation in a research study with the exception of a child whose parent or guardian shall give informed written consent;</p> <p>(f) Confidentiality according to Section 7(6) of this administrative regulation;</p> <p>(g) Request a written statement of the charge for a service and be informed of the policy for the assessment and payment of fees;</p> <p>(h) Be informed of the rules of client conduct, including the consequences for the use of alcohol and other drugs or other infractions that may result in disciplinary action or discharge;</p> <p>(i) Be treated with consideration, respect, and personal dignity;</p> <p>(j) Review his or her client record in accordance with the organization's policy; and</p> <p>(k) Receive one (1) free copy of his or her client record.</p>			
E0416	<p>The statement of client rights as described in subsection (4) of this section shall be: (a) Provided to the client; (b) If the client is a minor or incapacitated, provided to the client's parent, guardian, or other legal representative in addition to the client; and (c) Read to the client or client's parent, guardian, or other legal representative if requested or if either cannot read.</p>			
E0420	<p>A program providing twenty-four (24) hour care shall also specify on the client rights statement that a client has the right to: (a) Vote in a political election; and (b) Reasonable accommodations to afford privacy in bathing and toileting.</p>			
E0425	<p>If a client is restricted from exercising a client right because it is contraindicated by the client's physical or mental condition, there shall be documentation in the client record of the reason for the restriction and of the explanation given to the client.</p>			
Comments:				

TAG	Section 10. Physical Environment	Compliant	Noncompliant	NA
E0430	<p>Accessibility. A behavioral health services organization shall meet requirements for making buildings and facilities accessible to and usable by individuals with physical disabilities pursuant to KRS 198B.260 and administrative regulations promulgated thereunder.</p>			
E0435	<p>Fire safety. A behavioral health services organization shall be approved by the State Fire Marshal's office prior to initial licensure or if an organization changes location.</p>			

E0440	<p>Physical location and overall environment. (a) A behavioral health services organization shall:</p> <ol style="list-style-type: none"> 1. Comply with building codes, ordinances, and administrative regulations which are enforced by city, county, or state jurisdictions; 2. Display a sign that can be viewed by the public that contains the facility name, hours of operation, and a street address; 3. Have a publicly listed telephone number and a dedicated phone number to send and receive faxes with a fax machine that shall be operational twenty-four (24) hours per day; 4. Have a reception and waiting area; 5. Provide a restroom; and 6. Have an administrative area. 			
E0445	<p>Physical location and overall environment. (b) The condition of the physical location and the overall environment shall be maintained in such a manner that the safety and well-being of clients, personnel, and visitors are assured.</p>			
E0450	<p>Prior to occupancy, the facility shall have final approval from appropriate agencies.</p>			
E0455	<p>The behavioral health services organization shall be subject to the provisions of 902 KAR 20:008, Section 1, 2, 5, 6, and 7.</p>			
Comments:				