


<b>CHAPTER</b> Service Delivery	<b>CHAPTER</b> 02	<b>SECTION</b> 004	<b>SUBJECT</b> 125
<b>SECTION</b> Clinical and Support Services		<b>DESCRIPTION</b> Out of Office Service Provision	
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**APPLICATION:**

<input checked="" type="checkbox"/> CMH Staff	<input type="checkbox"/> Board Members	<input checked="" type="checkbox"/> Provider Network	<input checked="" type="checkbox"/> Employment Services Providers
<input checked="" type="checkbox"/> Employment Services Provider Agencies	<input checked="" type="checkbox"/> Independent Contractors	<input checked="" type="checkbox"/> Students	<input checked="" type="checkbox"/> Interns
<input checked="" type="checkbox"/> Volunteers	<input checked="" type="checkbox"/> Persons Served		

**POLICY:**

Lapeer County Community Mental Health (LCCMH) will support appropriate service provision in the community. Such service will be provided in an effective and efficient manner, ensuring the health and safety of persons served, service providers, and the general public are appropriately addressed and protected.

**STANDARDS:**

- A. Services provided in the community will be planned and delivered consistent with person centered planning, natural supports, and community integration principles.
- B. Safety-related procedures are developed and communicated to staff and persons served regarding service provision in the community. Procedures include methods of reporting unusual incidents and/or accidents.
  - 1. All staff receive health and safety training at orientation and an annual home based training is assigned to all clinical staff.
  - 2. Staff are offered additional training as necessary to minimize risk in providing services in the community.

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- C. Travel related procedures, including transportation without persons served and with persons served, are developed addressing safety-related concerns regarding such travel.
- D. Staff will be notified of the liabilities related to service provision in the community by the Health and Safety Officer at orientation and by the program supervisor.

**PROCEDURES:**

- A. Transportation of persons served should be done in agency vehicles or through contracted transportation providers whenever possible. When staff are required to transport persons served in their own vehicles, they should have a means to communicate with the administrative staff and report accidents, injuries, or breakdowns, see Policy 08.002.15 Vehicle Incident / Accident Reporting.
- B. Staff operating agency vehicles or their own vehicles on agency business must have valid driver’s licenses, use seat belts, and inspect agency vehicles as necessary to ensure they have the proper first aid and emergency equipment available in the vehicle. See Policy 08.002.10 Vehicle Operations and Maintenance, Policy 08.002.05 Distracted Driving and Policy 08.002.20 Driver License and Driving Record Monitoring.
- C. Agency personnel policies will detail provisions for checking staff driver’s licenses, criminal background checks, and other safety and protection-related items as necessary

**DEFINITIONS:**

Service provision in the community: Services are not provided in offices or facilities owned or leased through LCCMH funding specifically for the purpose of providing mental health related treatment services. Examples include but are not limited to community outings, case management/supports coordination visits, and Assertive Community Treatment Program services.

Person centered planning: The process of providing appropriate and necessary support to persons served to enable them to direct their service planning and focus on their wants and needs.

Natural supports: Individuals, organizations or activities support a person served in the community without payment or as a contracted provider through LCCMH.

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Community integration: Supporting persons served to live and participate in the community in a fashion consistent with persons without mental health disabilities.

#### REFERENCES

Policy 08.002.05 Distracted Driving  
 Policy 08.002.10 Vehicle Incident/Vehicle Accident Reporting  
 08.002.15 Driver License and Driving Record Monitoring

AC:mgr

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 This policy supersedes  
 #05/03015 dated 05/09/2003.  
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