

HCBS / CORE Resource Tool

CORE Services

Service	For Whom?	Service Components	Member Needs / Statements
Psychosocial Rehab (PSR)	Members who need to regain functional / basic skills they once had but have lost.	A provider may closely work with the Member on areas related with: • Relapse prevention planning • Socialization skill building • Wellness and self-management	• I used to be able to manage my money, but I need help now that I'm on cash assistance. • I used to know how to travel on my own but since I've been in jail for the last 10 years, I forgot how to. Can someone help me with this? • I need help with staying sober. • I need help with dealing with my anxiety. • I have days where I can't control my symptoms and it's affecting my life (daily living, relationships with family, normative roles).
Empowerment Service (Peer Supports)	Members with a need and preference for Peer Support or persons with lived experience.	Advocacy, outreach and engagement, promote and educate on self-help tools, recovery support, and empowerment.	• I want support with my mental health from someone who understands. • I don't have any friends and want to socialize with my peers. • I want to learn how to manage my symptoms. • You don't know what I'm going through. • I want to talk to someone that knows what I'm going through. • I need help with getting benefits. • I have too much free time, need recreational activities.
Family Support and Training	Members who have need and preference for engagement with education/training support for their family.	Provider provides training/instruction on how Member's family or significant others/support system can support and help Member in his/her recovery. Member does not need to be present for every session.	• My family/roommate does not understand my mental health • My family stopped talking to me when I started using. • I just finished rehab and my family is treating me differently. NOT for Members seeking therapy rather than information or Members seeking parenting skills.

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Community Psychiatric Support and Treatment (CPST)	Members who are disengaged from site-based services due to temporary physical setbacks (i.e., injury) or behavioral setbacks and need time limited treatment.	A clinical mobile treatment team works with Member in his/her own home setting if he/she hasn't gotten connected to services such as Substance use Outpatient Programs, Ongoing mental health treatment or help Members transitioning to ACT or PROS.	I am waiting assignment to an ACT team. I would like help in reminding me to take my medications and how to take them. I want to improve my MH. I feel too depressed to go out to make it to my appointments. NOT for Members already engaged with outpatient MH/SU provider.

HCBS

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Habilitation	Members in need of functional and social skills building they never had or have had major challenges with attaining them.	A Provider may closely work with the Member on areas related with: • self-care • ADLs • learning how to follow instructions • relationship development • use of community resources • money and time management	• I would like to learn how to do my laundry. • I would like to learn cooking skills. • I never had to budget my money. • I would like to learn how to organize my home better. • Why is my bill so high? • I need help opening my mail. NOT for Members who need housing.
Education Support Services	Members who want to obtain formal education to become competitively employed	Provides Members with supports to obtain formal education/training to achieve employment goals.	• I want to go to school to become a vet. • I want to get my CNA certification so I can get a job. • I want to work but need my GED/TASC. • I'm interested in a trade program NOT for Members who are not interested in linking an education goal to an employment goal.

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Pre-vocational Employment	Members who want to prepare for employment but not ready to work today.	Provide Member with non- job task specific strengths and soft skills (punctuality, communication with others, appropriate dress attire, working with others) that contribute to employability. Focus is on training.	• I want to work but I really don't think I can do it right now. • I want to work but I'm scared to go back to work. • I'm afraid no one will hire me because of my past criminal record.
Transitional Employment	Members who want real-life work experience.	Provide Member with time-limited paid internship employment experience to help develop or strengthen work related soft skills.	• I would like to return to work but would like to gain more experience. • I want to try a new field NOT for Members who are not interested or ready to work right now.
Intensive Supported Employment Services	Members who want to obtain competitive employment today but require supports to perform in a regular work setting.	Provides Members with employment support to obtain a job placement such as job development, job coaching, negotiation with prospective employers, resume writing, benefits and financial management, etc.	• I want a job asap. • I'm still using but I want to work. • I need money to support myself. • I'm tired of being on benefits. I need more money. NOT for Members who are not interested or ready to work right now.
Ongoing Supported Employment Services	Members who want to retain competitive employment but have difficulty due to their behavioral health.	Provides Members with supports to keep a job. Supports include: • benefits and financial management • negotiating with employer • conflict resolution • anger management • work/life balance • coping skills on the job	• I work long hours and I can't make it to my doctor's appointments. • How do I ask for a raise at my job? • I don't know if I should disclose? • I'm having a hard time working b/c my symptoms are bad. • I'm having trouble dealing with changes at work. • I am really frustrated with my boss. NOT for Member who are not employed in competitive employment.