



PROMISE — Services and Supports

PROMISE will offer community-based, recovery-oriented services, meeting needs identified in a person's Recovery Plan, by providing specific key supports to enable individuals to live independently:





PROMISE — Services and Supports (cont'd)

- Includes assisting beneficiaries in accessing needed demonstration and other State Plan services, as well as medical, social, educational, and other services, regardless of the services' funding sources.
- Provides for the ongoing monitoring of the provision of services included in the beneficiary's Recovery Plan and/or beneficiary's health and welfare.
- Provided to beneficiaries enrolled in Diamond State Health Plan Plus through the Plus program.
- The **PROMISE** care manager will work with the Plus case manager to ensure that the individual's needs are met including any needed **PROMISE** services.

A graphic of a right-pointing arrow with a gradient from light to dark red. The text "Care Management" is centered inside the arrow.

**Care
Management**



PROMISE — Services and Supports (cont'd)

- One-on-one supports to obtain and maintain an individual job in competitive or customized employment, or self-employment in an integrated work setting as part of the general workforce.
- Beneficiaries' jobs are compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities.

A graphic element consisting of a dark red arrow pointing to the right, with the text "Individual Employment Supports" centered inside it in white.

**Individual
Employment
Supports**



PROMISE — Services and Supports (cont'd)

- Short-term services and training activities provided in regular business, industry, and community settings for groups of two to four workers with disabilities.
- Does not include vocational services provided in facility-based work settings, enclaves, or other non-competitive or non-integrated job placements.
- Provides support to gain skills to enable transition to integrated, competitive employment.
- Emphasizes the importance of a rapid job search for a competitive job and provides work experiences to develop strengths and skills.
- Not a prerequisite for individualized, integrated supported employment under Individual employment supports.

**Short-Term
Small Group
Supported
Employment**



PROMISE — Services and Supports (cont'd)

- Builds upon the success of the **\$tand By Me** program in Delaware.
- Provides a personal financial coach and a toolkit to navigate the challenges leading to personal financial security.
- Goal is to increase clients' understanding and ability to manage their finances to increase their future financial stability and economic opportunities.

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**Financial
Coaching**



PROMISE — Services and Supports (cont'd)

- Benefits counseling provides work incentive counseling services to ***PROMISE*** participants seeking to improve their economic self-sufficiency and maintain access to necessary healthcare and other benefits.
- Will assist individuals to understand the work incentives and support programs available and the impact of work activity on those benefits.
- Will assist beneficiaries to understand not only their benefits supports, but also how to utilize work incentives and other tools to assist them to achieve self-sufficiency through work.

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**Benefits
Counseling**



PROMISE — Services and Supports (cont'd)

- A peer/recovery coach uses lived experience with a mental illness or SUD to assist and support beneficiaries in their recovery journey.
- Beneficiary-centered services with a rehabilitation and recovery focus designed to promote skills for coping with and managing psychiatric symptoms, while facilitating the utilization of natural resources and the enhancement of recovery-oriented attitudes, such as hope and self-efficacy, self-advocacy, and community living skills.

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**Peer
Support**



PROMISE — Services and Supports (cont'd)

- Enables waiver participants to access employment services, activities, and resources and is offered in addition to medical transportation options under the State Plan and does not replace them.
- When possible, family, neighbors, friends, or community agencies who can provide this service without charge, are utilized.
- Only available when the beneficiary has no other transportation options, and the individual must use the most inexpensive means of transportation available.

A graphic element consisting of a white arrow pointing right, with a dark red gradient at the bottom. The text "Non-Medical Transportation" is written in black, bold, sans-serif font inside the arrow.

**Non-Medical
Transportation**



PROMISE — Services and Supports (cont'd)

**Community-Based
Residential
Supports,
Excluding
Assisted Living**

- Offer a cost-effective, community-based alternative to institutional levels of care for beneficiaries with BH needs.
- Provide supportive and health-related residential services to beneficiaries in settings licensed by the State.
- Residential services are necessary, per the Recovery Plan, to enable the beneficiary to remain integrated in the community and ensure the health, welfare, and safety of the beneficiary and community.
- Include personal care and supportive services (homemaker, chore, attendant services, and meal preparation).
- Include 24-hour onsite response capability to meet scheduled and unscheduled or unpredictable beneficiary supervision needs to ensure safety.



PROMISE — Services and Supports (cont'd)

- Services necessary, per the Recovery Plan, to enable the beneficiary to integrate more fully into the community and ensure the health, welfare, and safety of the beneficiary.
- To be utilized in the beneficiary's home and community rather than in a provider-owned setting.

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Nursing



PROMISE — Services and Supports (cont'd)

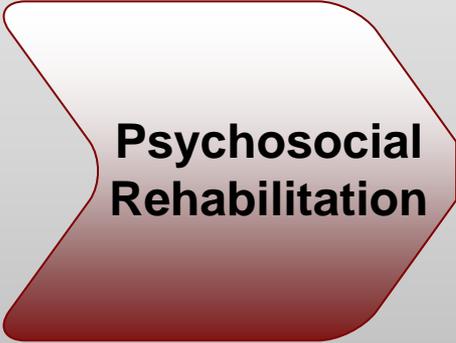
- Goal-directed supports and solution-focused interventions intended to achieve identified goals or objectives as set forth in the beneficiary's Recovery Plan.
- Assists the beneficiary to identify strategies or treatment options associated with the beneficiary's mental health and/or SUD needs, with the goal of minimizing the negative effects of symptoms or emotional disturbances or associated environmental stressors which interfere with the beneficiary's daily living, financial management, housing, academic, and/or employment progress, personal recovery or resilience, family and/or interpersonal relationships, and community integration.

**Community
Psychiatric
Support and
Treatment**



PROMISE — Services and Supports (cont'd)

- Assists the beneficiary with compensating for, or eliminating, functional deficits, interpersonal and/or environmental barriers associated with their mental illness and/or SUD.
- Restores the beneficiary to fullest possible integration as an active and productive member of his or her family, community, and/or culture with the least amount of ongoing professional intervention.
- Face-to-face intervention with the beneficiary present.
- Restoration, rehabilitation, and support with the development of daily living skills to improve self management of negative effects of psychiatric or emotional symptoms that interfere with a person's daily living.
- Supports development and implementation of daily living skills and daily routines critical to remaining in home, school, work, and community.

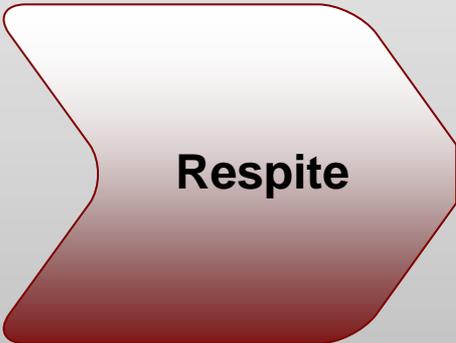
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**Psychosocial
Rehabilitation**



PROMISE — Services and Supports (cont'd)

- Provided to beneficiaries unable to care for themselves furnished on a short-term basis because of the absence, or need for relief, those persons who normally provide supportive care.
- May be provided in an emergency to prevent hospitalization.
- Provides planned or emergency short-term relief to a beneficiary's unpaid caregiver or principle caregiver who is unavailable to provide support.
- Beneficiaries enrolled in Diamond State Health Plan Plus will receive respite through the Plus program.

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Respite



PROMISE — Services and Supports (cont'd)

**Independent
Activities of
Daily
Living/Chore**

- Services are delivered to beneficiaries that reside in a private home and are necessary, per the POC, to enable the beneficiary to integrate more fully into the community and to ensure the health, welfare, and safety of the beneficiary.
- Consists of general household tasks such as meal preparation, cleaning, laundry, and other routine household care or heavy household chore services such as washing floors, windows, and walls; tacking down loose rugs and tiles; moving heavy furniture in order to provide safe access and egress; removing ice, snow, and/or leaves; and yard maintenance.
- Beneficiaries enrolled in Diamond State Health Plan Plus will receive Chore services through the Plus program.



PROMISE — Services and Supports (cont'd)

- Assistance with activities of daily living (bathing, dressing, personal hygiene, transferring, toileting, skin care, eating, and assisting with mobility).
- Primarily provides hands-on care to beneficiaries that reside in a private home and that are necessary, per the Recovery Plan, to enable the beneficiary to integrate more fully into the community and ensure health, welfare, safety.
- Beneficiaries enrolled in Diamond State Health Plan Plus will receive personal care through the Plus program.

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**Personal
Care**



PROMISE — Services and Supports (cont'd)

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**Community
Transition
Services**

- Non-recurring set-up expenses for individuals who are transitioning from an institutional or another provider-operated living arrangement to a living arrangement where the person has a lease or is in a private residence.
- Necessary to enable a person to establish a basic household that do not constitute room and board and may include:
 - security deposits;
 - essential household furnishings and moving expense;
 - set-up fees or deposits for utility or service access;
 - services necessary for the individual's health and safety such as pest eradication and one-time cleaning;
 - moving expenses;
 - necessary home accessibility adaptations; and,
 - activities to assess need, arrange for and procure need resources.