

**Arizona Department of Health Services  
Division of Behavioral Health Services  
PROVIDER MANUAL  
Pascua Yaqui Centered Spirit Program**

**10C.7 Off-site and In-home Services**

**I. STATEMENT OF PURPOSE:**

- A. To establish guidelines in the assignment and staffing of Centered Spirit Personnel to perform home or off-site visits as part of their assessment, evaluation, and treatment of patients referred to the Centered Spirit Program for such services.

**II. DEFINITIONS:**

- A. In-home services - any services provided in a private home whether the home belongs to the identified client or a family member or associate of the client.
- B. Off-site services – services provided by CSP direct service providers on the premises of a host agency, typically, a church, social service agency, community center or other agency that has agreed to provide a private meeting space accessible to Tribal members living in that community. Off-site services may also be provided in a publicly accessible meeting place such as a library or a park or in institutions where clients are living as a result of a situation beyond their control such as a jail or a hospital.

**III. STANDARDS:**

- A. Off-site and In-home services are provided when clinically indicated and when resources allow, to ensure that Behavioral Health Services are accessible to all clients and not limited to those who are able to come to office based services.
- B. The Behavioral Health Care received by clients, families, and the Pascua Yaqui Community is safe, ethical, therapeutic, and consistent with professional standards and CSP policies and procedures.
- C. In-home or off-site services present special considerations with regard to confidentiality, program quality, and the safety of personnel and persons served. Every member of the CSP takes a leadership role and an active part in assuring quality improvement and risk management activities during home or off-site visits.

**IV.**

**PROCEDURES:**

## A. In home services

1. In Home services are provided at the request of clients, whenever resources allow, or when assessment/progress of the client suggest that in-home services are clinically indicated.
  - a) When resources are limited, for example, during times of staff vacancies, in-home services may be limited to those who are at risk of deterioration to a lower level of functioning if they are unable to receive services and who cannot, for practical or clinical reasons, come to the office.
2. If clinical or safety concerns warrant, more than one clinician will be assigned to home visits.

## B. Off-site Services

1. Off-site services are established in Yoeme Communities or other locations to increase accessibility for persons living off the reservation.
  - a) Off-site services in Yoeme Communities are initiated at the request of the community, or the client/family and as resources allow.
  - b) Continuation of services is contingent upon demand/utilization rates. If services are not utilized it may be more cost effective to provide transportation for members of that community to the office, however, every effort is made to outreach to potential users of service and to support development of local satellite offices to support off-site services. These issues are reviewed during the annual strategic planning period and as needed to maximize desired outcomes.
  - c) While meeting space may not be ideal, the host agency is engaged by program staff as a partner in an ongoing dialog to protect the safety and confidentiality of persons served and to provide a therapeutic environment where services can take place. However, services will not be provided at a site that is unsafe or where reasonable accommodations for confidentiality cannot be ensured.
  - d) Clients are made aware of the limitations of the host agency/building and are given the option of receiving office or in-home services (if available) if they are not comfortable with the off-site accommodations.
  - e) Off-site services should not be provided in places or along with activities that may blur the boundaries of the therapeutic relationship or give the appearance of a dual relationship, for example, at a health club or a restaurant or while sharing a meal or engaging in recreational activities unless these places and activities are described in the treatment plan and the therapeutic nature of the place or activity is documented.

- C. When services are provided in homes or off-site, all established CSP standards and procedures apply.
- D. Documentation of all in-home or off-site services must adhere to establish time frames and must indicate in the progress note where the services took place.
- E. Consultation with supervisors and the treatment team, and documentation of all off-site and in-home activity is particularly critical to ensure that off-site and in-home services do not violate, or appear to violate, professional, ethical and legal boundaries.
- F. Services may not be provided in the private practice office space or in the homes of CSP direct service providers.