

APPENDIX 2

<p style="text-align: center;">ALCOHOL AND OTHER DRUG – COMMUNITY SUPPORT SERVICE SERVICE SPECIFICATION TIER LEVEL THREE MHD73C, MHD73D</p>
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This tier three service specification is for Alcohol and other Drug - Community Support Service (the Service) and must be used in conjunction with the tier one Mental Health and Addiction service specification and the tier two Addiction service specification.

1. Service Definition

The Service is for people with alcohol and other drug problems, and those who may also have co-existing mental health issues, who have support needs related to community living and self-management of their health problems.

The Service will include:

- facilitating a plan with the Service user that confirms the identified support needs and actions to address. The Service user may include others such as family members in the development of this plan
- where possible, provision of culturally preferred support options for the Service user
- assisting the Service user to access a range of services related to community living, including community-based activities, social networks, health intervention, education, employment options, vocational and social services
- collaboration with community alcohol and drug service and where appropriate community mental health services
- facilitating, where appropriate, linkages to natural supports and strengths within the family/whānau and the wider community
- when required, supporting the Service user to manage household tasks and activities of daily living, including personal care
- interventions that are appropriate according to the service users assessed need, related problems and readiness for change. This may include referral to other services or agencies
- post treatment support to enhance recovery and reduce the risk of relapse
- ensuring that an appropriate support worker is assigned to the Service user, that is, age, gender and culturally compatible
- support hours that may be available seven days a week
- visits normally pre-arranged by mutual agreement between the Service user and support worker, but there should be flexibility to allow for unexpected needs
- documented support hours and service expectations that are clearly communicated to the service user.

The Service will be:

- person centred and responsive to individual consumer needs
- recovery focused and enable the service user to lead their own recovery in the context of alcohol and drug services
- able to provide choice, promote independence and value diversity

2. Service Objectives

To provide individual home based support and rehabilitation services for Service users who have alcohol and other drug dependency including any co-existing mental health issues and who are living independently, but not necessarily alone, in the community.

2.1 Māori Health

Refer to tier one Mental Health and Addiction Specialist Services service specification.

3. Service Users

Refer to tier one Mental Health and Addiction Specialist Services service specification.

4. Access

4.1 Entry Criteria

Referral is from any source including self referral. However this is subject to local DHB entry criteria.

5. Service Components

5.1 Processes

The processes include but are not limited to the following: engagement; assessment, information provision, consultation, liaison, advocacy, support, review process and discharge.

5.2 Settings

The Service may be provided in community, and home based settings.

5.3 Key Inputs

- A mix of staff with relevant skills and experience, in providing community support for people with alcohol and other drug problems.
- Staff, preferably would have at a minimum Level 4 or the equivalent NZQA recognised qualification in Community Support Work or meet the Drug and Alcohol Practitioners Association Aotearoa New Zealand (DAPAANZ) requirements.
- Staff may also include people with lived experience of alcohol and other drug problems.

6. Service Linkages

.Linkages include, but are not limited to the following:

Service Provider	Nature of Linkage	Accountabilities
Other providers of Community Alcohol and drug services	Collaboration Networking	Work with other relevant service providers and agencies in the care of the service user

7. Exclusions

Refer to tier one Mental Health and Addictions Specialist Services service specification.

8. Quality Requirements

Refer to tier one Mental Health and Addictions Specialist Services service specification.

9. Purchase Units and Reporting Requirements

Purchase Units are defined in the joint DHB and Ministry’s Nationwide Service Framework Purchase Unit Data Dictionary. The following Purchase Units apply to this Service.

PU Code	PU Description	PU Definition	PU Measure	PU Measure Definition	National collections/payment systems
MHD73C	Alcohol and other drug – community support service – Nursing and allied health	Service to provide individual home based support and rehabilitation services for Service users who have alcohol and other drug dependency including any co-existing mental health issues and who are living independently, but not necessarily alone, in the community. The service is provided by nursing and allied health staff.	FTE	Full-time equivalent staff member (clinical or non-clinical) involved in direct delivery of services to consumers. Exclude time that is formally devoted to administrative or management functions e.g. half-time coordination of a community team.	PRIMHD
MHD73D	Alcohol and other drug – community support service – Non-clinical staff	Service to provide individual home based support and rehabilitation services for Service users who have alcohol and other drug dependency including any co-existing mental health issues and who are living independently, but not necessarily alone, in the community. The service is provided by non-clinical staff	FTE	Full-time equivalent staff member (clinical or non-clinical) involved in direct delivery of services to consumers. Exclude time that is formally devoted to administrative or management functions e.g. half-time coordination of a community team.	PRIMHD

The Service must comply with the requirements of national data collections: PRIMHD.

Prior to PRIMHD Reporting to Information Directorate, Ministry of Health:

Frequency	Data
Monthly	First face-to-face contact with individual/family
Monthly	Follow up face-to-face contact with individual/family
Monthly	Group sessions delivered
Monthly	Face-to-face contact group
Monthly	Consultation/liaison contact
Monthly	Consultation/liaison training sessions
Monthly	Number completed support needs assessments
Monthly	Number of people supported by services at end of period (by NZ Maori, Pacific Island, Other)
Monthly	Number of people supported by services during month (by NZ Maori, Pacific Island, Other)
Quarterly	Senior medical FTEs
Quarterly	Junior medical FTE
Quarterly	Nursing and allied FTE
Quarterly	Non clinical FTE
Quarterly	Cultural FTE
Quarterly	Peer support FTE
Quarterly	Staff turnover ratio
Quarterly	Average length of stay
Quarterly	Number of suicides of current clients
Six monthly	Number of NGO Board member changes (NGOs only)
Six monthly	Number of NGO Governance meetings held (NGOs only)
Annually	Number of FTEs in each of these groups: <ul style="list-style-type: none"> • Medical • Nursing • Psychology • Occupational Therapy • Social Work • Maori Mental Health • Other

After PRIMHD Reporting to Information Directorate, Ministry of Health:

Frequency	Data
Monthly	Group sessions delivered
Monthly	Consultation/liaison training sessions
Quarterly	Senior medical FTEs
Quarterly	Junior medical FTE
Quarterly	Nursing and allied FTE
Quarterly	Non clinical FTE
Quarterly	Cultural FTE
Quarterly	Peer support FTE
Quarterly	Staff turnover ratio
Quarterly	Number of suicides of current clients
Six monthly	Number of NGO Board member changes (NGOs only)
Six monthly	Number of NGO Governance meetings held (NGOs only)
Annually	Number. of FTEs in each of these groups: <ul style="list-style-type: none"> • Medical • Nursing • Psychology • Occupational Therapy • Social Work • Maori Mental Health • Other