

POLICY AND PROCEDURE

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Service Delivery Standards

Program: Behavioral Health Day Treatment / Partial Hospitalization Program

Effective Date: March 15, 2026

Review Date: March 15, 2027

Responsible Party: Clinical Director / Director of Medical & Clinical Services

Purpose

To establish consistent standards for the delivery of behavioral health services within the Day Treatment Program. These standards ensure services are person-centered, clinically appropriate, and aligned with professional and accreditation expectations.

Policy

The organization delivers behavioral health services using evidence-based, person-centered approaches that address the individualized needs of the person served. Services are provided by qualified staff and follow established treatment plans and clinical documentation requirements.

Service Delivery Principles

Services must be delivered according to the following principles:

- Person-centered and recovery-oriented care
- Trauma-informed practices
- Cultural responsiveness and respect
- Evidence-based clinical interventions
- Collaboration with the individual served and support systems

Program Structure

Day Treatment services provide a structured therapeutic environment that may include:

- Group therapy
- Individual counseling
- Psychoeducational groups
- Skills training
- Medication management

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- Care coordination or case management
- Crisis intervention when needed

Individualized Care

Services must be individualized and guided by the Individualized Service Plan (ISP). Clinical interventions should address the identified needs, strengths, and goals of the individual served.

Staff Qualifications

Services are delivered by qualified professionals who meet applicable licensure, certification, or credentialing requirements. Staff must practice within their scope of training and competency.

Frequency and Intensity of Services

Service frequency and intensity are determined by clinical need and medical necessity. Day Treatment services typically include multiple hours of structured therapeutic programming per program day.

Coordination of Care

Staff coordinate services with other healthcare providers, community agencies, and support systems when appropriate to ensure continuity of care and effective treatment outcomes.

Client Engagement

Staff actively encourage engagement and participation from the individual served. Barriers to participation should be identified and addressed through supportive interventions.

Documentation Standards

All services must be documented in the clinical record and include:

- Date of service
- Type of service provided
- Duration of service
- Description of interventions
- Client response to interventions
- Plan for follow-up services

Monitoring of Service Quality

Service delivery practices are monitored through clinical supervision, peer review, chart audits, and quality improvement activities to ensure adherence to organizational standards and clinical best practices.

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Compliance

All service delivery practices must comply with applicable laws, regulations, ethical standards, and accreditation requirements.