



# Polara Health

GUIDING YOUR WAY TO WELLNESS SINCE 1966

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## **CONCENTRATED SPECIALITY CARE SERVICES**

### **Crisis Stabilization Unit**

#### **Philosophy & Goals:**

The goal of the Crisis Stabilization Unit (CSU) is to provide compassionate and respectful crisis stabilization services to individuals and support them in being able to return to optimal daily living with an enhanced quality of life as quickly as possible.

The CSU provides both observation chairs to see if the crisis can stabilize in 24 hours and short-term inpatient bed-based crisis stabilization services to individuals presenting voluntarily for treatment of a self-defined behavioral health crisis. Services include crisis assessment, supportive nursing care, brief group therapy, psycho-education, psychiatric medication management, peer support, safety planning and supportive discharge planning to stabilize clients and connect them with ongoing outpatient treatment to prevent relapse and future crisis. Safety planning and discharge planning regularly involves the client's family members and support system.

#### **Referral Source:**

The CSU accepts referrals from Emergency Departments, Law Enforcement, Fire Departments, community mental health agencies, mobile crisis services, primary care providers and self-referrals.

#### **Admission Criteria & Screening:**

Crisis assessment and safety planning services are available and provided to individuals of any age. Clients ages 18 and older may be admitted to the CSU for chair observation or inpatient bed-based care if: the individual is exhibiting suicidal and/or homicidal thoughts; the individual is detoxing from alcohol and/or other substances; and/or if the individual's self-defined crisis situation is such that they are unsafe to return home without further observation and/or stabilization.

#### **Transition Criteria:**

The CSU will transition a client to a higher level of care if appropriate. Criteria for transition includes worsening of the severity of presenting symptoms following the individual's admission to the CSU. Meaning the client cannot be stabilized either within the short period time and/or due to the medical/psychiatric need for continued treatment, monitoring and support on a scale that is not available within the scope of treatment and care provided at the CSU, or past the maximum length of stay determined by the health insurance plan.

### **Windhaven Psychiatric Hospital**

#### **Philosophy & Goals:**

Windhaven Psychiatric Hospital (WPH) is a 16-bed inpatient unit for individuals ages 18 and older and are experiencing a psychiatric crisis. WPH provides compassionate psychiatric treatment and structured supportive care to clients coping with a variety of mental and behavioral health challenges including but not limited to bipolar and other mood disorders, schizophrenia, and clinical depression and/or anxiety. WPH staff includes a team of psychiatric providers, nurses, social workers and behavioral health technicians who work together in supporting the individual in managing their mental health issues to safely return to their homes as quickly as possible. WPH is a Medicare A certified and Joint Commission Accredited facility.



### Services Offered:

- **Psychiatry:** Every person receives a psychiatric evaluation and physical examination within 48 hours of admission. Psychiatric providers work together with the individual providing medication management, brief psychotherapeutic support, and psycho-education in order to stabilize the individual's symptoms and overall daily functioning for continued management and care in the outpatient treatment setting following discharge.
- **Nursing:** Our caring and supportive nursing staff is involved in total patient care from the start of the admission. Nurses assist individuals with medication administration and education, while our Health Service Techs assist patients in completing activities of daily living.
- **Case Management:** A Social Service Worker is assigned to every individual upon admission. This staff member is responsible for assisting the individual with discharge planning including coordinating continued outpatient care with community providers, coordinating with and supporting the individual's family members and identified support system, assisting with referrals to the next level of care, and assisting the individual with a safe discharge.
- **Medication:** A wide variety of medications are available including oral and injectable forms of medications to assist individuals in achieving stabilization of functioning and enhancing their quality of life. While some individuals benefit from therapy alone, many individuals need a combination of both therapy and medication. Medication can be an essential component of the treatment process. Individuals and health care providers work together to ensure that they have the right balance of medication to provide the desired positive effect on the individual's mental and emotional state. Individuals are closely monitored and provided with both individual and group medication education.
- **Therapeutic Activities Program:** WPH provides a daily schedule of groups and activities facilitated by peer support, social service workers, nurses, and health service technicians to assist individuals with increasing their awareness and understanding of how their mental health challenges affect their daily lives. The activity program includes therapy groups, education groups, social and recreational activities, exercise and movement groups to assist individuals in learning new coping techniques, increasing treatment and medication compliance and decreasing the impact of negative symptoms.

## **Integrated Care**

### **Philosophy & Goals:**

Integrated Care entails coordination of care of Behavioral Health and Primary Care needs being met within 72 hours of discharge from any inpatient setting to address concurrent concerns with an integrated interdisciplinary team approach. This ensures behavioral health and primary care providers are seen and/or notified to address concerns in a timely manner.

### **Services Offered:**

Through the utilization of the Health Information Exchange (HIE), Coordination of Care services are provided following any discharge from an inpatient setting to offer follow up care support including: scheduling appointments, assisting with prescriptions, specialty referral services, transportation services, notification to the interdisciplinary team for individualized services, moral support as needed, and transitional and chronic care management. On-site, in-home and Telehealth options are available.



## **Primary Care**

### **Philosophy & Goals:**

To provide full service outpatient primary care to clients in the area. The setting allows for addressing clients with Behavioral Health needs as well with options for same day services.

### **Services Offered:**

New Patient, Annual Wellness Exams, Outpatient visits for evaluation, management of chronic conditions for an established patient, as well as for evaluation and preventive care, or presenting of a new issue.

## **Substance Use Disorders-Residential (SUD-R)**

### **Philosophy & Goals:**

Polara Health's substance use services address the whole person. People who misuse substances often have a wide variety of issues that affect their recovery. Polara Health addresses these issues including, but not limited to physical health, substance misuse, mental health, relationship and spiritual health. Our goal is to work in partnership with people to address the concerns that matter most to them.

### **Services Offered:**

SUD-R is our residential program, which provides intensive substance use disorders and addiction treatment, including dependence on heroin and other opioids, alcohol, and other classes of drugs. Our rate of program completion is *18% higher than the national average*, and includes group therapy, individual counseling, activity groups, involvement in therapeutic community living, and participation in local community addiction recovery and support groups.

We also offer educational groups to clients and their families, offering information and support to better understand and cope with challenges.

## **Medication Assisted Treatment**

### **Philosophy & Goals:**

Suboxone Medication Assisted Treatment Program (MAT). This program is a person-centered approach focusing on medical and psychosocial aspects of addiction and recovery. MAT is a proven foundation for personal change and recovery that reduces the need to use opioids and prevents overdoses. Opioids are a class of drugs that include the illegal drug heroin, synthetic opioids such as fentanyl and pain relievers available legally by prescription. Anyone who takes opioids is at risk of developing addiction. MAT has been shown to assist patient's recovery by improving quality of life, level of daily functioning and the ability to handle stress. Medication can help stabilize brain functioning and relieves cravings and withdrawal symptoms, allowing individuals to focus on their recovery process. Most importantly, it is proven that MAT reduces opioid-based mortality.

## **Haddon House**

### **Philosophy & Goals:**

Haddon House exists to provide a safe and stable environment for clients designated as Seriously Mentally Ill (SMI). It offers groups and practical application programming in which a person can learn and develop individual Activities of Daily Living (ADL) skills with the goals of successfully re-integrating into the community and abilities in which they can thrive independently within society.



**Services Offered:** Activities of Daily Living (ADL's) / Eight Domains which include personal care; health awareness; household cleaning and laundry; menu planning and cooking; shopping and money management; community safety and transportation; social, leisure and vocational education; psychiatric safety and crisis management. Each resident is provided the opportunity to utilize Outpatient Services as needed or required.

## **GENERAL SERVICES**

### **Outpatient Services**

#### **Philosophy & Goals:**

Adults, children, adolescents, and families will have an increased sense of well-being, stability, capability and overall improvement in their social/emotional and mental wellbeing through the collaborative and integrative team approach that provides clinically driven and therapeutic services in the agency, community and home while supporting a less restrictive environment.

#### **Services Offered:**

- Intake
- Case Management
- Individual, Family, Couples and Group Therapy
- Prevention/Early Intervention
- Direct Support and Family Support Services
- Peer Support Services
- Early Childhood Intervention/Prevention 0-5 Program
- Play Therapy
- Crisis Support
- Psychiatry and Nursing
- Substance Use Screening
- Ongoing Clinical Groups, including:
  - Intensive Outpatient Group
  - Enhanced Outpatient Group
  - Peer-run Thrive Group
- Full List of Clinical Groups Available upon Request
- Care Coordination
- Vocational Rehabilitation Services
- Work Adjustment Training
- Nursing and Medical Assistant Services
- Primary Care Services
- Crisis Stabilization Unit
- Collaboration with other health care and treatment providers
- Collaboration with natural supports and family members

#### **Inclusion of Family/Support System Engagement:**

As part of Arizona's Vision of 12 Guiding Principles, collaboration with family supports in the assessment and planning process, delivery and evaluation of services is encouraged and implemented based on the preference of enrolled clients.



## **Care Management Services**

### **Philosophy & Goals:**

Polara Health's case management philosophy is to provide services from a strength based, integrated team approach and are designed to help people attain their goals. Focus is on the individual's strengths and tapping into community resources. Our care management services help ensure that client's needs are being addressed across all eight dimensions of wellness. We address the whole person with the goal of helping our clients reach optimum health.

### **Services Offered:**

- Case management: out-of-home treatment coordination, coordination with outside providers, Child and Family Team meetings, Adult Recovery Team meetings, referrals to community agencies and support
- Assessments, Referrals and Monitoring
- Individual and Group Skills Training
- Parenting Classes
- Treatment Planning
- Family Support Services
- Crisis Services - Crisis and Safety Planning
- Transition to Adulthood Services

## **Group Services**

### **Philosophy & Goals:**

A wide range of skills training groups, psycho-education groups and therapy groups are offered to youth, caregiver and adult clients to support identified treatment goals and improve overall behavioral health.

### **Services Offered:**

- Mental Health and Substance Abuse Treatment Focus Groups for Youth
- Peer Support-run THRIVE group
- Dialectic Behavioral Therapy Skills Group
- Prevention and Early Intervention Skills Training and Parenting education groups
- Youth in Transition Life Skills Groups
- Autism Life Skills Group
- Therapy groups
- Intensive Outpatient

## **Medication Management Services**

### **Philosophy & Goals:**

Polara Health provides a spectrum of client centered, collaborative services that focus on medication appropriateness, effectiveness, safety, and adherence with the goal of improving health outcomes. Individual client meeting with multiple disciplines including their medical provider and nursing, accomplishes this. Frequent follow-ups are provided by nursing to assist the client with medication management.



## **CHILDREN'S SERVICES**

### **Philosophy & Goals:**

Polara Health provides family focused, strength based, clinically sound, integrated services, which address the whole person. Children are growing within families and communities so Polara Health services are inclusive of all these systems in service provision. Our goal is to join with families to support them in meeting their holistic needs in order to experience success in whatever challenge they are facing.

### **Services Offered:**

- Psychiatry and nursing
- Case management: out-of-home treatment coordination, coordination with outside providers, Child and Family Team meetings
- Individual therapy, family therapy and group therapy
- Respite
- Individual and group skills training
- Parenting classes
- Cognitive Function Development Therapy
- First Episode Psychosis
- Visit coaching
- Substance abuse counseling (Journey, ORP, Too Good)
- Direct support
- Family support services
- Crisis services
- Transition to adulthood services
- 72 Hour Response
- Birth to 5 specific services
- Autism Spectrum services

## **Child Outpatient Programs**

### **Philosophy & Goals:**

Polara Health focuses on increasing positive outcomes for young children by strengthening the families and communities in which they grow. Children thrive and reach their optimal potential within strong and connected families and communities. Clients receive family centered, collaborative, and integrated care that meets their individual, comprehensive needs as a family group.

### **Services Offered:**

- Services and supports for the birth to five population with a team approach
- Clinical Lead on all cases to facilitate collaboration and coordination of services and guide team in work with families
- Wrap Around Services
- Engage all caregivers in services: biological, foster, kinship, etc.
- Collaboration with our partners in integrated care
- Assessments
- Parent/Child Groups
- Parenting classes





- Little Connections preschool group
- Home Based Services
- Community based services; daycare, preschool, school
- Regular clinical consultation with Infant Mental Health Psychologist

## **Prevention and Early Intervention**

### **Philosophy & Goals:**

These programs are designed to provide treatment and support to children who are identified as being at risk and/or experiencing the onset of mental health symptoms.

### **Services Offered:**

- Birth to Five Program, which includes trauma-informed parenting classes and child skills groups, home-based family and direct support services, respite services, therapy, and case management services.
- First Episode Psychosis (FEP) Program, which includes family engagement, therapy, services, coordination of care with nursing and psychiatry, skills training groups, psycho-education groups and community collaboration.

## **School Based Services**

### **Philosophy & Goals:**

Polara Health's in-school services are for clients 4 to 21 years old and are attending preschool through the 12<sup>th</sup> grade. School Based Services are for clients experiencing social, emotional, behavioral or mental health concerns and may include therapy, case management and direct support. Polara Health collaborates with the School and Parents to help the student achieve academic success.

## **Juvenile Justice Services**

### **Philosophy & Goals:**

Polara Health's philosophy is to partner with youths and their families that are involved in the Juvenile Justice System. Utilizing the Child and Family Team to collaborate with Juvenile Probation and to support the family, identify strengths and connect them to natural resources. Our goal is to provide high quality, evidence based mental health services that meet the client's identified needs and help them to be successful in all aspects of their life.

### **Services Offered:**

- Psychiatry and nursing
- Case management: out-of-home treatment coordination, coordination with outside providers, Child and Family Team meetings
- Individual therapy, family therapy and group therapy
- Respite
- Individual and group skills training
- Parenting classes
- Cognitive Function Development Therapy (CFDT)
- Substance abuse counseling (Journey, ORP, Too Good)
- Direct support
- Family support services
- Crisis services
- Transition to adulthood services.



## **Children's Saturday Respite**

### **Philosophy & Goals:**

Respite care provides parents and other caregivers with short-term childcare services that offer temporary relief, improve family stability, and reduce the risk of abuse or neglect. 600 hours of respite are allotted per year to each participating client. 30 of those hours are allotted to each client each month. Respite events are planned in the community once a month and last between 6-8 hours. Children participate in events with peers, in groups with a 4:1 ratio.

## **ADULT OUTPATIENT PROGRAMS**

### **Intensive and Enhanced Outpatient Program (IOP and EOP)**

#### **Philosophy & Goals:**

Intensive Outpatient Program (IOP) and Enhanced Outpatient Program (EOP) treatment serves as a step down from more intensive treatment programs, such as psychiatric inpatient or residential treatment facilities, in order to meet the needs of an individual. Both IOP and EOP services are appropriate for adults (18+ years old).

EOP is more intensive than traditional outpatient services and offers flexible treatment options including psychiatric doctor and nurse appointments for medication management, individual/family therapy, and/or group therapy. EOP treatment offers more frequent appointments, which supports the individual's recovery process. Treatment will be person-centered and medically necessary to meet the individual's needs and treatment goals.

IOP programs address addictions, depression, eating disorders, or other dependencies that do not require detoxification or round-the-clock supervision. They enable patients to continue with their normal, day-to-day lives in a way that residential treatment programs do not. They are designed to establish support mechanisms, help with relapse management, and provide coping strategies.

### **Peer Support Programs**

#### **Philosophy & Goals:**

Peer Support Specialists are uniquely qualified to deliver support services to clients based on their own experiences with mental illness and/or substance use disorders. Peer support services are based on the recovery principles of respect, hope, acceptance, and choice, and promote holistic wellness, resilience, symptom management, social inclusion and medication success.

### **Senior Peer Program**

#### **Philosophy & Goals:**

Using a volunteer peer-to-peer model, we seek to reduce the risk for depression and suicide for older adults 60 and over in the quad-city area. The Senior Peer Volunteers offer weekly visits, support groups and classes designed to promote well-being for our Senior Population. Any organization that provides services to older adults, including hospitals can be a referral source, as well as family members and self referrals.



## **Thrive Day Program**

### **Philosophy & Goals:**

Clients receive peer support and social inclusion in a group setting. Clients participate in psycho-education and acquire coping skills and knowledge on how to effectively manage their mental illness and/or substance use disorders. Clients are served a healthy lunch and practice using social skills in a setting that promotes acceptance, hope and respect.

## **Adult Saturday Respite**

### **Philosophy & Goals:**

Respite care provides caregivers with short-term adult care services that offer temporary relief, improve family stability, and reduce the risk of abuse or neglect. This is a monthly event with a peer group.

## **Vocational Services**

### **Philosophy & Goals:**

Polara Health's Vocational Services philosophy is to provide services from a strength based integrated, team approach and designed to help individuals achieve their employment goals. Polara Health's Vocational Services focus on the individual's strengths and tapping into community resources for the purpose of our clients obtaining and maintaining competitive employment. Polara Health Vocational Services also collaborates with the RSA program Vocational Rehabilitation and refers appropriate clients to enroll.

### **Services Offered:**

- Career Exploration
- Work Adjustment Training
- Job Search and Placement
- Supported Employment
- Understanding how employment affects benefits

## **Pre-Trial Diversion Program**

### **Program Goals:**

As one of two founding members of Complete Care Partners, we are able to offer diversion services. The Yavapai County Attorney's Office (YCAO) Pretrial Diversion Program is an alternative method of holding low-level offenders, whose offense has a nexus to substance abuse, accountable for violations of the law through participation in an evidence-based education and treatment program that targets factors related to recidivism. The Program is intended to effectively redirect limited criminal justice resources, bring about participants rehabilitation, and give rise to safer communities. The Program diverts criminal cases from formal court proceedings and allows for the dismissal of charges if the Program is successfully completed. Participants are only referred to the program from YCAO.



## **Specialty Courts (DUI/Drug, Family, Mental Health, Veteran)**

### **Philosophy & Goals:**

To help clients build the skills they need to maintain a drug and/or alcohol free lifestyle, maintain mental health stability, reunification with children for DCS cases, support with probation to assist clients to maintain standards of probation and avoid further and long-term incarceration. Generally, clients referred to specialty courts are in their “last chance” phase of probation and if not successful, result in a revocation to revoke probation with sentencing that usually included time in DOC.

### **Inclusion of Family/Support System Engagement:**

Clients attend court as scheduled once or twice a month and their appearance is part of court record. A liaison from Polara Health provides service participation and progress reports to probation/DCS/courts and attends court sessions. Encouragement of client finding a sponsor, attending AA/NA meetings, building up healthy supports with family and friends is also part of the service Polara Health provides.

### **Eligibility Criteria:**

Clients are referred by probation and/or DCS and they will generally notify Polara Health staff of acceptance into Specialty Court.

### **Exit/Discharge Criteria:**

DUI/Drug Court, Family Court and Veteran Court have a phase system and at graduation from the program, the client may still be on probation and/or have an open DCS case, they may or may not need Polara Health services. The Mental Health Court goal is to help clients struggling with following probation rules due to mental health issues and they may go in/out of Mental Health court due to stability

## **INNOVATIVE OUTPATIENT SERVICES**

### **Assertive Community Engagement Team (ACE)**

#### **Philosophy & Goals:**

To de-escalate crisis situations by mobilizing a clinical team to meet the clients where they are in the community and provide intensive supports consisting of case management, direct support and peer support for an extended period of time until the crisis has been mitigated or the client is supported to further assess. The goal is to reduce out of home placement and meet the client’s behavioral health needs in an immediate and effective manner that supports safety and stability.

#### **Services Offered:**

- Multi-support team that consists of Case Management, Direct Support and Peer Support
- Available 7 days a week for adults and children
- Meets client in the home or in the community
- Assist with utilizing de-escalation techniques and coping skills
- Identify needs and help facilitate scheduling of emergent therapy and/or psychiatric/medical appointments
- Provide ongoing, intensive support and wrap-around services for 5 days following the crisis, with length of time re-evaluated at the end of this period.



## **Deep Transcranial Magnetic Stimulation (dTMS)**

### **Philosophy & Goals:**

Deep Transcranial Magnetic Stimulation (dTMS) is a revolutionary depression treatment that has changed the field of mental healthcare. Deep TMS has been FDA-cleared to safely and effectively treat Major Depressive Disorder through a patented H-coil technology. dTMS works by utilizing a magnetic field that manages to reach wider and deeper brain regions, regulating the neural activity of brain structures related to depression. This non-invasive and effective treatment activates deep brain structures by using directed electromagnetic fields that generate excitation or inhibition of neurons deep inside the brain. The FDA cleared dTMS treatment in 2013 for patients who tried any number of antidepressants with no improvement in the current depressive episode. As a non-invasive procedure, Deep TMS is a well-tolerated treatment that does not cause any adverse or long-lasting side effects. It does not require a significant recovery period, and the 20-min treatment can easily be integrated into each patient's day-to-day schedule. To be effective, dTMS treatment includes 36 sessions over a 6-week period.

## **Cognitive Function Development Therapy (CFDT)**

### **Philosophy & Goals:**

Cognitive Function Development Therapy (CFDT) is an innovative, trauma-informed, therapeutic modality. The overall goal of a CFDT session is to stimulate neuroplastic remodeling at a physical, neurological level. Engaging with a client regarding issues, relationships, social problems, or other topics of interest typically addressed in individual or group psychotherapies are not the focus. Instead, the Cognitive Function Development Therapist seeks to drive targeted improvements in the behavior of the client's brain structures. All services are evidence-based and informed by peer-reviewed literature. In-session activities are designed to stimulate neuroplastic remodeling within the client's primary cognitive functions and to promote bi-directional information flow with the cognitive-emotional functions.

Successful CFDT is seen in much more than just improving the client's coping skills or ability to resolve an issue. Clients receiving CFDT experience notable reduction in their mental health symptoms may be able to reduce or terminate medication use, and enjoy long-lasting, far-reaching transference effects for improved long-term quality of life. Session activities consist primarily of specifically tailored interactive activities with dynamically varied intensity levels delivered one-on-one, using a variety of commercial and proprietary tools.

### **Population(s) Served:**

Ideally, clients are aged 6-adult, are medically stable, are willing to engage, and are verbal; specific diagnoses are less important. Many clients have a history of personal, environmental, or genetically inherited trauma. The modality is well suited for addressing "challenging" or otherwise "treatment-resistant" clients.

### **Inclusion of Family/Support System Engagement:**

Family and social supports are an integral part of client recovery, healing and wholeness. We encourage, as appropriate, inclusion of such support persons in the client's CFD journey. Family members and caregivers are welcome to seek information and education about how to understand and interact in helpful ways with the client as the client undergoes neuroplastic remodeling. Ongoing CFD assessments may also incorporate information contributed by family members and other support persons.



## **Polara Health Client Housing**

### **Philosophy & Goals:**

Polara Health strives to provide safe and affordable housing for low- to very-low income clients living with a qualifying diagnosis of serious mental illness and/or co-occurring disorders. Clinical services are not offered as a part of clinic housing. The housing, in and of itself, is not a "covered service".

### **Entry Criteria & Screening:**

1. Clients that are enrolled with the Clinic as persons with Serious Mental Illness and may include co-occurring disorders
2. Clients that meet the low-income status at move-in consistent with Arizona Department of Housing (ADOH) guidelines.
  
3. Clients who are poverty level or lower and/or homeless receive preference
  - a. Clients who meet ADOH/HUD's continuum of care definition for chronically homeless persons
  - b. Once established in a residence, income alone is not a disqualifying factor for continued residency.

### **Standards of Care:**

All residents have a written rental agreement which outlines the rights and responsibilities and those of the landlord, aka, clinic. All housing procedures are consistent with the Arizona Landlord Tenant Act and the HUD Fair Housing Act.

### **Fees and Funding Sources:**

AHCCCS Permanent Supportive Housing fund has provided funds for development of housing for clients ready to come out of a Behavioral Health Residential Facility into an independent living situation. No other subsidies for rent or operating expenses are received from any source.