



MICHIGAN OFFICE OF SERVICES TO THE AGING

Operating Standards For Service Standards

Community

SERVICE NAME	Counseling Services
SERVICE NUMBER	C-16 updated 3-17-06
SERVICE CATEGORY	Community
SERVICE DEFINITION	<p>Professional counseling services provided to older adults, and National Family Caregiver Support Program (NFCSP) eligible caregivers, in order to prevent or treat problems which may be related to psychological and/or psychosocial dysfunction.</p> <p>The program may also establish peer-counseling programs that utilize older adults as volunteer counselors.</p>
UNIT OF SERVICE	<p>Each hour of counseling services (including direct client contact and indirect client support).</p> <p>[Indirect client support means information gathering, maintenance of case records, and supervisory consultation on behalf of the client.]</p>

Minimum Standards

1. Each program shall conduct a comprehensive assessment of each client which addresses social and psychological function.
2. A treatment plan shall be developed for each client based on the comprehensive assessment. The treatment plan shall be developed in cooperation with and be approved by the client, and/or the client's guardian or designated representative. The treatment plan shall contain at a minimum:
 - a. A statement of the client's problems, needs, strengths and resources.
 - b. A statement of the goals and objectives for meeting identified needs.
 - c. A description of the methods and/or approaches to be used.
 - d. Identification of services to be obtained/provided from other community agencies.
 - e. Treatment orders of qualified health professionals, when applicable.

Each program shall have a written policy and procedure to govern the development, implementation and management of treatment plans.

3. The program may provide individual, family and/or group counseling sessions. Family members of clients are eligible for family counseling when appropriate to resolve the problems of the client.
4. The program shall have the flexibility to provide services in a range of settings, appropriate to the client's needs.
5. Paid staff counselors must have appropriate education and experience and be licensed to practice in the State of Michigan.



MICHIGAN OFFICE OF SERVICES TO THE AGING

Operating Standards For Service Standards

6. The program may utilize volunteer peer counselors who are appropriately trained and supervised by paid program staff.
7. The program shall assure that case supervision is available on a weekly basis for each staff counselor. All open cases shall undergo a quarterly case review by the respective staff counselor and appropriate supervisory staff.