



# BENCHMARK

## HUMAN SERVICES

Where people thrive.

### Who We Are:

Benchmark is a national leader in delivering cost-effective services for persons with intellectual and developmental disabilities (IDD). Our agency specializes in supporting high cost/high need Medicaid populations including individuals with disabilities having intense medical needs, complex behavioral challenges, and/or forensic backgrounds. Benchmark extends this expertise as a consultant to state governments and private organizations in evaluating facilities/programs, systems development, operational and regulatory consulting, staff training, community housing development, and managing the transition of persons with IDD from state operated institutions to the community. We are a vendor partner with MCO's helping navigate the implementation of LTSS for IDD service populations.

Founded in 1960, the mission of Benchmark Human Services (Benchmark) is to support individuals with disabilities and those with chronic mental illness to live as independently as possible, be included in the community and function at their maximum potential.

Benchmark's 3,400 employees serve more than 8,500 children and adults throughout Connecticut, Florida, Georgia, Indiana, Missouri, New Jersey, New Mexico, Ohio, Maryland, Tennessee and the District of Columbia. Benchmark serves individuals throughout the life cycle, from infancy to elder years. Programs support people at work, at home, and in the community.

### Our Key Programs and Areas of Expertise:

#### MOBILE CRISIS SERVICES

Benchmark has developed and implemented three major statewide crisis response programs that serve individuals with intellectual disabilities including those with co-occurring mental illness or severe and persistent mental illness that live in the community and are experiencing a behavioral health crisis. We have recently been selected as one of two state wide vendors in Tennessee to provide mobile crisis services to the three MCOs managing the State's IDD LTSS implementation starting in 2016.

#### IN INDIANA

- Benchmark operated a 24-hour crisis call center and provided mobile crisis response services in over 70 counties, provided out of home stabilization services and short term follow along support services to individuals with intellectual disabilities throughout the state for three years.

#### IN GEORGIA

- In 2011, Benchmark was awarded and developed the Georgia Crisis Response System for individuals with intellectual disabilities in 86 counties, including the provision of telemedicine and six crisis respite homes. Two new children's respite homes will be developed by the end of 2015.
- In 2013, Benchmark was awarded a second contract under the Georgia Behavioral Health Crisis Response System for persons with mental illness to provide services in 120 counties. Average 1,000 encounters per month with a sub-60 minute response time.
- Services include routine coordination/training with local hospitals, law enforcement, and the extensive use of certified peer recovery specialists. Benchmark operates five regional behavioral health collaborative groups representing law enforcement, judiciary, health care, advocates and other community stake holders.

(continued)

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#### Our mission

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## **Our Key Programs and Areas of Expertise:**

### **OUTREACH SERVICES: TRANSITION MONITORING AND PROVIDER CAPACITY BUILDING**

For three years Benchmark operated Outreach Services of Indiana, a collaborative program with the State of Indiana to provide technical assistance to the IDD provider community. We worked collaboratively with consumers, advocates, providers and state agencies to grow the community based service capacity by providing training, technical assistance, consultation, and service provision to improve the quality of life and support of individuals with disabilities, their families, service providers, and case managers. Benchmark provided training to over 4,000 individuals per year, in addition to providing nearly 2,000 individual consumer assessments and clinical consultations. In 2015, Benchmark was solicited by the State of Georgia to develop and operate an Integrated Clinical Team and community based clinicians (e.g. OTs, PTs, SLPs and specialty physicians) to assist in the transition of individuals with IDD to community living as part of the State's settlement agreement with the US Department of Justice.

### **BEHAVIOR SUPPORT SERVICES**

Benchmark provides positive behavior support strategies designed to enable individuals to exercise more control and make better decisions, while eliminating the occurrences of disruptive behavior. Benchmark utilizes a highly person centered behavior support strategy that emphasizes active community based lifestyles. We employ over 30 Board Certified Behavior and/or licensed psychologists, and two consulting psychiatrists with extensive experience serving persons with IDD and those with dual diagnoses of IDD and mental illness.

### **CASE MANAGEMENT**

Benchmark offers case management services for individuals with ID/DD and their families/guardians. Our wide range of experience includes providing case management to children, adults in waiver services, individuals seeking employment and intensive case management, to those experiencing an acute behavioral episode. As case managers we get to know what is important to and for the person as we assist them in the selection of services, as well as help them understand what is available to them based on their funding.

### **INTERIM MANAGEMENT OF AT-RISK SERVICE PROVIDERS/REGULATORY CONSULTING**

Benchmark provides short term or permanent management/regulatory consulting for private providers and state operated IDD facilities unable to meet regulatory or contractual requirements. Benchmark provides expert management teams to assume financial and programmatic operations of agencies.

### **RESIDENTIAL SERVICES/HOUSING SUPPORT**

Benchmark programs support over 1,500 individuals living in their own homes or with family. As an industry leader, Benchmark has been at the forefront of developing residential options for individuals with disabilities, including transitioning individuals from state-run facilities and nursing homes to an array of community settings from group homes to supported living sites/apartments. Through the AWS Foundation, provide direct housing supports through ownership of 81 residential properties four states (NJ, MO, IN and NM).

### **VOCATIONAL SERVICES**

Benchmark assists individuals with disabilities to find meaningful employment. This was one of the original charges of our company and remains a critical part of what we do today. Over the last 10 years, Benchmark employees have helped broker over 3,500 community jobs for individuals with disabilities. We have expanded services to include numerous projects enabling disabled veterans to find gainful employment.

### **EARLY INTERVENTION**

Early intervention services assist infants and toddlers with disabilities or developmental delays in learning new skills that typically develop during the first three years of life including physical, cognitive, social/emotional, and communication skills.

### **PEDIATRIC HOME HEALTH SERVICES**

In-home services ranging from skilled private duty nursing to personal attendant care for children.