

CUSTOM SOLUTIONS  
TARGETED OUTCOMES  
PROVEN RESULTS

# CUSTOM SOLUTIONS TO SUPPORT COMPLEX NEEDS POPULATIONS



Contact us to learn more about how we  
can work to develop solutions together!



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# CUSTOM SOLUTIONS TO SUPPORT COMPLEX NEEDS POPULATIONS

There is no one size fits all approach to delivering human services.

That's why Benchmark Human Services (Benchmark) offers an array of customizable options to support persons diagnosed with mental health disorders, intellectual and developmental disabilities, autism spectrum disorder, and significant medical needs to have meaningful lives in the community.

Benchmark has been providing services since 1960 and additionally, over the last 15 years, has become a go-to partner for state and county governments, insurance companies and MCOs, and service providers throughout the country. Our experience and expertise as a long-time provider of services to individuals with complex needs enables us to work side-by-side with our partners to offer customized solutions to better meet the needs of those receiving care.

## OUR ROSTER OF SOLUTIONS INCLUDES:

### CRISIS CONSULTATION & INTERVENTION

Evaluate and design behavioral health crisis continuum of care; mobile and telehealth crisis response by BCBA/clinician and peer specialist response teams for BH, IDD, and autism populations.

### PROVIDER CAPACITY BUILDING

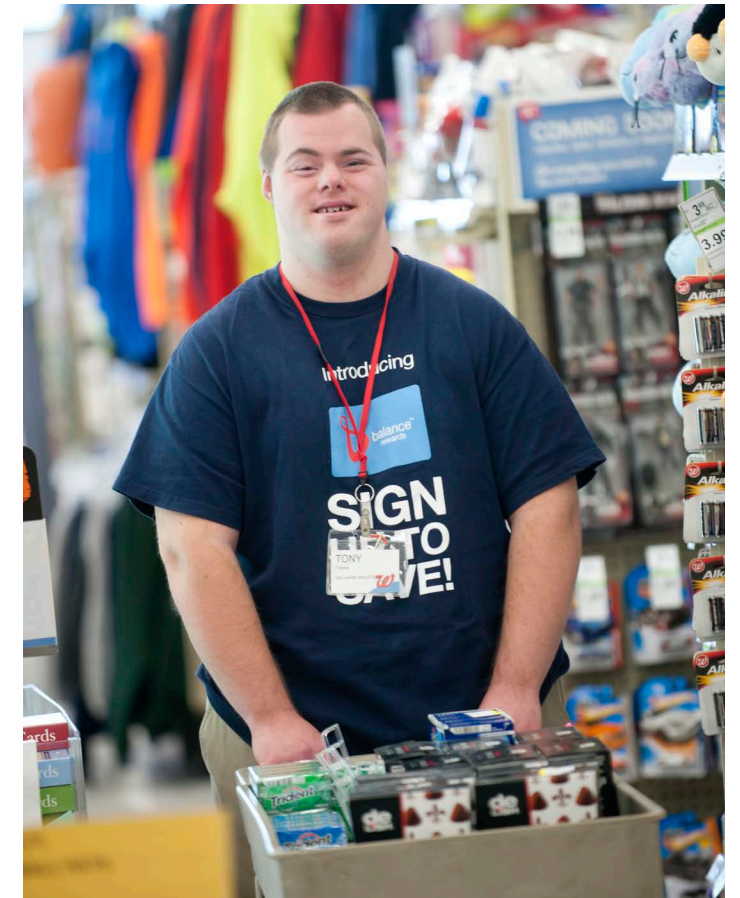
Licensed clinicians provide customized training and coaching, on-demand consultation, and real-time, on-site crisis support for provider staff.

### INDIVIDUALIZED LIVING PLANS

Conduct extensive analysis and design individualized living arrangements to prevent further institutional placement and promote active, meaningful lives.

### COMMUNITY TRANSITION

Intensive transition planning, clinical, habilitation, residential, and other services to assist children and adults in moving to less restrictive settings.



### COMMUNITY PARTNERSHIPS

Education, training, and on-demand support to assist community partners and first responders during crisis situations.

### SPECIALIZED RESIDENTIAL SUPPORT

Stabilization drop-off facilities, respite homes, in-home support, and residential services for individuals with extensive behavioral support needs, forensic backgrounds, and history of institutionalization.

### CHILDREN & FAMILY SERVICES

Early intervention services for infants and toddlers; evidence-based, trauma-informed mental health and substance use prevention/treatment services and in-home programs for families in the foster care system.

### CASE MANAGEMENT

Intensive service coordination and case and care management for children and adults with extensive support needs.





**BENCHMARK**  
HUMAN SERVICES

# BENCHMARK CUSTOMIZED SOLUTIONS

AN IN-DEPTH LOOK

Benchmark offers an array of customizable options to support persons diagnosed with mental health disorders, intellectual and developmental disabilities, autism spectrum disorder, and significant medical needs to have meaningful lives in the community.

## WHAT TYPES OF COMPLEX NEEDS HAS BENCHMARK SUPPORTED?

### Significant medical needs for individuals who:

- Use wheelchairs and walkers for mobility.
- Have a significant risk of choking and aspiration or difficulty swallowing.
- Require modified diets, supplemental nutrition and feeding tubes.
- Have respiratory conditions requiring oxygen.
- Have epileptic seizures requiring routine/PRN medication.
- Have severe osteoporosis, CP with contractures, and limited range of motion.

### Significant behavior support needs for individuals who:

- Are dually diagnosed.
- Have an extensive history of police involvement, self-injurious behavior, property destruction, physical aggression or inappropriate sexual behavior.
- Have been unsuccessfully served in community settings.
- Have a history of psychiatric hospitalizations.

## ROSTER OF CUSTOM SOLUTIONS

### CRISIS CONSULTATION & INTERVENTION

AL, GA, OK

Used statewide stakeholder focus groups and engagement sessions, gap analysis, provider and stakeholder surveys, and data review to develop recommendations for regionally based behavioral health crisis continuum of care. Created technical assistance modules aimed at readying providers to plan, implement, and operate recovery-oriented, outcome focused, and cost efficient crisis services. Drafted RFI and RFP to solicit bids for crisis diversion center pilots. Provided consultation and technical assistance during center startup.

### PROVIDER CAPACITY BUILDING

AL, AR

Licensed clinicians deliver intensive over the shoulder consultation and clinical support for small group of providers serving individuals at risk of or in crisis. Provide in-person, virtual, and web-based staff training and coaching, customized to the provider organization. Identify behavioral support staff who can be developed into Registered Behavior Technicians (RBTs) and Board Certified Behavior Analysts (BCBAs) to increase provider's internal behavior support expertise and capacity. Trained family caregivers and developed resource documents regarding topics including behavior, therapies, nutrition, and medical conditions.

## ROSTER OF CUSTOM SOLUTIONS

### INDIVIDUALIZED LIVING PLANS

IN, MD, MO, MT, NJ, NM, OH, WASHINGTON, D.C.

Designed individualized living plans and specialized program options for individuals who transitioned from the Judge Rotenberg Center. Conducted extensive analysis including interviews/observation with the individual, behavior data review, and inventory of individual preferences, hobbies, lifestyle, medications, extensive aversive intervention and restraint use, trauma, interaction with family and friends, and life history. Individuals now enjoy active, meaningful lives in the community.

### COMMUNITY TRANSITION

IN, MD, MT

Successfully supported states' deinstitutionalization and downsizing efforts. Secured and environmentally modified homes for individuals with significant behavioral support needs to transition out of centers into services in the community.

### COMMUNITY PARTNERSHIPS

GA

Assess and address immediate safety and mental health needs of individuals in crisis, jointly responding with law enforcement and first responders when needed. Ensure linkages to ongoing services in the community. Forge community collaborative partnerships with law enforcement, emergency rooms and hospitals, criminal justice entities, schools, and government agencies to serve as the go-to resource for crisis response, intensive follow up, and prevention activities.

### SPECIALIZED RESIDENTIAL SUPPORT

IN, MD, MO, MT, NJ, NM, OH, WASHINGTON, D.C.

Highly trained staff provide a broad spectrum of customized residential care, ranging from 24/7/365 to several hours a week, to individuals with a wide range of abilities, including those with extensive medical and behavioral needs, forensic backgrounds, history of institutionalization and aversive interventions, and life experiences.

### CHILDREN & FAMILY SERVICES

CO, CT, GA, IN, MO, MT, VA

Provide guidance, education, evaluation, developmental direction, specialized therapeutic supports, autism and Applied Behavior Analysis services, and homecare to children and families. Collaborate with the child welfare agency, the referred family, and any collateral supports to assess the family, develop recommendations, and implement counseling, case management, and other services to keep the child and family happy, healthy, and safe.

### CASE MANAGEMENT

GA, SD, UT

Assist children, adults, and their families or guardians to understand the services for which they are eligible, navigate their options, and coordinate linkages to medical, behavioral health, and waiver services in their communities.



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