

DECEMBER 2020

Resource Directory

DEVELOPED FOR TRIBAL HEALTH PROGRAMS

Introduction

This Resource Directory provides a road map of Montana Department of Public Health and Human Services (DPHHS) programs and services. The intent is to provide an accessible tool for Montana tribal health programs to navigate state resources available to their members.

The Resource Directory is available electronically on the DPHHS website at:
<https://dphhs.mt.gov/biennialreports>.

The Resource Directory is a living document and will be updated periodically. Due to programs and services being susceptible to change, only high-level details are provided in this document, accompanied by links to the most up-to-date information on the DPHHS website.

For general questions regarding the Resource Directory:

DPHHS Director's Office
111 North Sanders, Room 301, Helena MT 59620
PO Box 4210, Helena MT 59604-4210
(406) 444-5622
Fax: (406) 444-1970

Special thanks to Montana Department of Commerce for providing the photographs that appear throughout this publication.



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ADULT PROTECTIVE SERVICES

Adult Protective Services are provided to person's age 60 years or older, or to physically or mentally disabled adults and adults with intellectual disabilities age 18 and older who are at risk of abuse, sexual abuse, neglect, or exploitation.

Adult Protective Services Specialists help to protect vulnerable adults from abuse, neglect and exploitation. They help end abuse by matching the needs of the person, with community partners in their area. Partners like mental health, public health, law enforcement, the courts, the aging network, community groups and the public.

What should I do if I suspect something?

- If you suspect harm is occurring right now, **call 911**.
- If the concern is not life threatening, you can submit an online reporting form, or call 1 (844) 277-9300 to make a report or to find your area APS office.
Note: These offices are only available during normal business hours, Monday through Friday, 8 am to 5 pm, except on holidays. For all emergencies, call 911.
- If you would like a brochure to explain what Adult Protective Services is, you can view and print the online brochure or contact any office for a copy.

AREA AGENCIES ON AGING

Montana's Area Agencies on Aging are public or private non-profit agencies, designated by the Senior and Long Term Care Division within DPHHS, to address the needs and concerns of older Montanans at the local level.

CONTACT

Toll-free Help Line for Montana: (800) 551-3191

Note: This Help Line is only available during normal business hours. This number will connect to your local Area Agency on Aging.

<https://dphhs.mt.gov/sltc/aging/areaagenciesonaging>

For all emergencies, call 911.

AREA I

Area I Agency on Aging/ADRC
2030 N Merrill PO Box 1309
Glendive, MT 59330

(406) 377-3564
Fax: (406) 377-3570
h.handranl@aemt.org
<https://aemt.org/>

AREA II

Area II Agency on Aging/ADRC
1502 4th St W PO Box 127
Roundup, MT 59072-0127

(406) 323-1320
Fax: (406) 323-3859
mbrooke@midrivers.com
<https://area2aging.org/>

AREA III

Area III Agency on Aging
311 S Virginia St Ste 2
Conrad, MT 59425-2335

(406) 271-7553
Fax: (406) 271-2769
ncaaafin@3rivers.net

AREA IV

Area IV Agency on Aging/ADRC
648 Jackson St PO Box 1717
Helena, MT 59624-1717

(406) 447-1680
Fax: (406) 447-1629
jmarks@rmdc.net
<https://www.rmdc.net/what-we-do/senior-services/area-iv/>

AREA V

Area V Agency on Aging/ADRC
2103 Harrison Ave PO Box 459
Butte, MT 59703

(406) 782-5555
Fax: (406) 782-5662
jgilboy@swmads.org

AREA VI

Area VI Agency on Aging/ADRC
110 Main St Ste 5
Polson, MT 59860-2316

(406) 883-7284
Fax: (406) 883-7363
aging6@area6aging.org
<https://www.westernmontanaagingservices.org/>

AREA VII

Area VII Agency on Aging/ADRC
337 Stephens
Missoula, MT 59801

(406) 728-7682
Fax: (406) 728-7687
skohler@missoulaagingservices.org
<https://missoulaagingservices.org/>

AREA VIII

Area VIII Agency on Aging/ADRC
1801 Benefis Ct
Great Falls, MT 59404

(406) 454-6990
Fax: (406) 454-6991
kthiel-schaaf@cascadecountymt.gov
<https://www.agingcare.com/local/Area-VIII-Agency-on-Aging-Great-Falls-Area-Agency-on-Aging-MT>

AREA IX

Area IX Agency on Aging
160 Kelly Rd
Kalispell, MT 59901-5143

(406) 758-5730
Fax: (406) 758-5732
lsheppard@flathead.mt.gov

AREA X

Area X Agency on Aging/ADRC
2 W Second St
Havre, MT 59501-3434

(406) 265-5464
Fax: (406) 265-3611
directorareax@havremt.net

COMMUNITY SERVICES FOR SENIORS

A wide range of community-based long-term care services are administered through the Community Services Bureau of the Senior & Long Term Care Division. They are designed to keep people independent and living in their communities for as long as possible.

Many individuals in need of long-term care services choose to remain in their own homes or select other community options to meet their needs. The Community Services Bureau administers a number of Medicaid-funded options that enable people who are aged or disabled and have limited income and resources to remain in their homes, rather than receive services in a hospital or nursing facility.

BIG SKY WAIVER PROGRAM

The Big Sky Waiver Program allows people who would otherwise be institutionalized to live in their own home and community.

To be eligible for the Big Sky Waiver, an individual must be financially eligible for Medicaid and meet the minimum level of care requirements for nursing facility placement. Individuals must have an unmet need that can only be resolved through the Big Sky Waiver Program services in order to

qualify for the program. To receive services, funding or an appropriate “slot” must be available or the individual is placed on the waiting list.

Big Sky Waiver services may include case management, homemaker services, personal care, adult day care, respite, habilitation, transportation, environmental (home) modification, nursing services, and adult residential care provided in an assisted living facility or adult foster home.

To make a referral to the Big Sky Waiver Program, contact the Mountain Pacific Quality Health at 1-800-219-7035.

Eligibility specialists at your County Office of Public Assistance (OPA office) can determine Medicaid eligibility.

COMMUNITY FIRST CHOICE/PERSONAL ASSISTANT SERVICES

The Community First Choice and Personal Assistance Services (PAS) programs are designed to provide long term supportive care in a home setting. These programs enable thousands of elderly and disabled citizens to remain in their homes. The type of care authorized is individually tailored in a person-centered manner and dependent upon their needs, living situation, and availability of caregivers.

Services available through the CFC/PAS program include the activities of daily living: bathing, dressing, grooming, toileting, eating, medication assistance, ambulation and exercising, and medical escort is also available.

Eligibility requirements:

- Have a health condition that limits your ability to perform activities of daily living,
- Participate in the screening process; and
- Be eligible for Medicaid.
- In order to qualify for the CFC program a consumer must also meet level of care.

For eligibility and member services information: <https://dphhs.mt.gov/MontanaHealthcarePrograms>

CONTACT

Program Manager: 406-444-4564

<https://dphhs.mt.gov/SLTC/csb#147861266-community-first-choice-cfcpersonal-assistance-services-pas>

HOME HEALTH SERVICES

To be eligible for home health services, a beneficiary must meet the following criteria:

- Be Medicaid eligible; and
- Have a medical necessity for home health services to be delivered in the beneficiary’s residence, on his or her physician’s orders as part of a written plan of care which is reviewed and renewed every 60 days.

Home health services include:

- Nursing services that are provided on a part-time or intermittent basis by a home health agency;
- Physical therapy, occupational therapy, and speech pathology services provided by a home health agency or by a facility licensed by the State to provide medical rehabilitation services;
- Home health aide services, when aide services are not available through a Medicaid personal assistance program such as the Community First Choice Program; and
- Medical supplies, equipment and appliances.

CONTACT

Home Health Program Manager
1100 North Last Chance Gulch
PO Box 4210
Helena MT 59604-4210

(406) 444-6064
<https://dphhs.mt.gov/SLTC/csb#147861267-home-health>

HOSPICE

Hospice is a program of care and support for people who are terminally ill and have chosen not to pursue curative treatment.

Services include physical care, counseling, drugs, equipment, and supplies for the terminal illness and related condition. Support is given to the individual and his or her family members.

Note: DPHHS can provide technical assistance for Tribes for hospice services.

A member is eligible for hospice services if he or she meets all of the following conditions:

- The individual is eligible for Medicaid; and
- The individual's doctor and the hospice medical director certify that the individual is terminally ill; and
- Has six months or less to live if the illness runs its normal course; and
- The individual signs a statement choosing hospice care instead of other Medicare-covered benefits to treat your terminal illness. Medicare will pay for covered benefits for any health problems that are not related to the individual's terminal illness; and
- Treatment is delivered by a Medicare-approved hospice program.

CONTACT

Hospice Program Manager
(406) 444-6064
<https://dphhs.mt.gov/SLTC/csb#147861268-hospice>

INFORMATION AND ADVOCACY SERVICES

The DPHHS Office on Aging produces three to four Aging Horizons newsletters a year. Each newsletter contains events and happenings as well as top aging issues in Montana.

Visit <https://dphhs.mt.gov/SLTC/aging/aginghorizons/Newsletters> for the newest newsletter. If you would like to be notified when new issues are available, please send your request and email address to aginghorizons@mt.gov.

AGING AND DISABILITY RESOURCE CENTERS (ADRCs)

The overall goal of the ADRC Program is to empower individuals to effectively navigate their long-term services and supports options to make informed choices, to streamline access to long-term services and supports and organize the long-term support system. Trained and Certified Information Specialists are employees, volunteers or contracted services through the Area Agencies on Aging and local service providers throughout the state. These Specialists:

- Serve individuals 60 or older, adults with disabilities, their family and caregivers
- Provide information, referral and assistance
- Provide Options Counseling for planning long term services and supports
- Maintain a current public website directory of Montana services and providers
- Provide outreach work within their communities or service areas

Visit the DPHHS website for a list of the Montana Area Agencies that are designated ADRCs: <https://dphhs.mt.gov/SLTC/aging/adrc>

CONTACT

Senior and Long Term Care Division: (406) 444-4077

LONG-TERM CARE OMBUDSMAN

Ombudsman help residents in long term care living facilities and their families and friends understand and exercise the rights they are guaranteed by law.

CONTACT

The State Long Term Care Ombudsman
Office on Aging, Senior and Long Term Care Division
1 (800) 332-2272

OR

Your Regional or Local Ombudsman
Area Agency on Aging
1 (800) 551-3191
<https://dphhs.mt.gov/SLTC/aging/longtermcareombudsman>

Note: The Help Lines are only available during normal business hours. For all emergencies, call 911.

STATE HEALTH INSURANCE ASSISTANCE (SHIP)

The Montana State Health Insurance Assistance Program (SHIP) provides no cost health-benefits counseling and advocacy service for Medicare beneficiaries and their families or caregivers. SHIP receives funding from the Administration on Community Living and is an objective, confidential and free program. Group presentations/trainings are available!

SHIP counselors also conduct public presentations on Medicare, Medicare supplemental insurance, long term care options, Medicare Advantage options, Medicare fraud, waste and abuse and other issues of importance to Medicare beneficiaries and their families.

This program is administered by the Montana Office on Aging and is operated through our Area Agencies on Aging; you may contact your local SHIP Counselor at 1-800-551-3191.

LEGAL SERVICES ASSISTANCE

The Montana Legal Services Developer in the Office on Aging, provides elder law training and resources for seniors, family members and social outreach workers. The program also develops pro bono and local legal services referrals, training materials and telephone assistance to seniors on related matters.

If you have questions regarding legal documents or forms, please call; the Legal Services Developer can be contacted by calling 1-800-332-2272 (Monday - Friday 8:00am to 5:00pm).

Visit the DPHHS website at <https://dphhs.mt.gov/sltc/aging/legalservicesdeveloper> for a list of Legal Service Clinics across the state.

MONTANA LIFESPAN RESPITE COALITION

The Montana LSR Coalition is a group of individuals from agencies, state departments and nonprofits, caregivers, and others interested in improving the quality of life of family caregivers and those that need support.

For those caregivers that experience extreme stress, the Lifespan respite voucher program may be able to help provide the break they need. Caregivers can receive up to \$600/year to assist with respite services of their choosing.

CONTACT

Grant Coordinator
DPHHS, Office on Aging
Toll-free: 1 (800) 332-2272 during normal business hours
<https://dphhs.mt.gov/respite/aboutus>

Note: Visit the DPHHS website for information on Lifespan Respite grants.

NURSING FACILITY SERVICES

Nursing facility services pay for short and long-term nursing care to people who are Medicaid eligible (including Medicaid Expansion) and in need of the level of care provided by the 70 Montana nursing facilities located in 38 of Montana's 56 counties. Nursing facilities are reimbursed under a case mix, price-based system where rates are determined annually.

Visit the DPHHS website for the Nursing Facility and Swing Bed Manual:
<https://medicaidprovider.mt.gov/manuals/nursingfacilitymanual>

SENIOR & LONG TERM CARE DIVISION

The Senior and Long Term Care Division advocates and promotes dignity and independence for older Montanans and Montanans with disabilities.

General Help & Questions:

(406) 444-4077
1100 N Last Chance Gulch, 4th Floor
Helena MT 59601

The Office on Aging collaborates with Area Agencies on Aging and tribal programs for elderly. The Office of Aging:

- Oversees nutritional programs, the long-term care ombudsman program, legal services, caregiver support, and information and referral services.
- Administers Medicaid programs through the Nursing Facilities and Community Services Bureaus, comprised of nursing facility services, the Big Sky waiver program, the Community First Choice program, home health, and hospice.
- Supports aging and disabled veterans through the management of the Montana Veterans Home, the Eastern Montana Veterans Home, and the development of the Southwest Montana Veterans Home.
- Provides investigative work and education regarding abuse, neglect, and financial exploitation of Montana's seniors and disabled community with the Adult Protective Services (APS) program.

FOOD AND NUTRITION SERVICES FOR OLDER ADULTS

There are a variety of food and nutrition programs offered through the Aging Network in Montana. They are funded by federal Older Americans Act and USDA funds, state and local dollars and client contributions.

CONGREGATE MEALS PROGRAM

Montana has about 170 congregate meal sites around the state. The majority of these sites are senior centers, but churches, fraternal organizations, nursing homes, and restaurants also serve as meal sites. Meals must comply with the Dietary Guidelines for Americans. Each site determines the frequency of meals served per week.

HOME DELIVERED MEALS

Home delivered meals are targeted to those seniors who are unable to get to meal sites for a congregate meal. The vast majority of home delivered meals are served hot, but they can be delivered cold, frozen, dried, canned, or as supplemental foods.

NUTRITION EDUCATION PROGRAMS

Aging meal sites provide nutrition education that promotes better health by providing accurate and culturally sensitive nutrition, physical fitness, or health (as it relates to nutrition) information and instruction to participants.

COMMODITY SUPPLEMENTAL FOOD PROGRAM

This USDA program provides food to seniors 60 years of age and over and WIC families with children age 5 to 6 years old. It provides a box of 30 pounds of food per month. Seniors must meet income requirements - 130% of federal poverty level eligibility guidelines (2019) – \$1,354 for one or \$1,832 for a couple. Services are delivered through a variety of organizations, including senior centers and food banks.

For more information on the above programs, contact your local Area Agency on Aging at 1-800-551-3191 or visit the DPHHS website for a list of Montana Area Offices on Aging and Montana Senior Centers: <https://dphhs.mt.gov/slhc/aging/areaagenciesonaging>.

NUTRITION CONSULTATIONS

DPHHS's Office on Aging contracts with a Registered Dietitian to offer consultations regarding nutrition issues relating to senior citizens, food safety issues at senior meal sites, and other health related health issues with any of the above listed programs.

CONTACT

State Office on Aging: 1 (800) 332-2272 during normal business hours

SENIOR FARMERS MARKET NUTRITION PROGRAM

This USDA program serves seniors 60 years of age and over. Seniors must meet income requirements - 185% of federal poverty level (2019) \$1,926 monthly for one person or \$2,607 for a couple. Clients receive coupons to purchase fresh fruits, vegetables and raw honey that are grown in Montana.

Applications become available in early June of each year and can only be redeemed at the participating summer farmers markets.

Local coalitions, which include senior centers, County Councils, Area Agencies on Aging, food banks and market masters, operate the programs in the participating areas. Seniors interested in applying for the SFMNP program coupons are encouraged to contact the Local Agencies in their area.

CONTACT

State Office on Aging: 1 (800) 332-2272
<https://dphhs.mt.gov/SLTC/aging/nutritionservices>

STATE VETERANS NURSING HOMES

DPHHS's Senior and Long Term Care Division supports aging and disabled veterans through the management of the Montana Veterans Home, the Eastern Montana Veterans Home, and the Southwest Montana Veterans Home.

MONTANA VETERANS HOME IN COLUMBIA FALLS

MVH is a 105-bed licensed and certified skilled nursing facility, which includes a 15-bed special care unit for Alzheimer or dementia care. Montana veterans are admitted if they are over 55 years of age, or in need of care, and have had active service in the armed forces. Spouses of veterans may also be admitted if space is available.

CONTACT

400 Veterans Dr
Columbia Falls, MT 59912
(406) 892-3256
Fax: (406) 892-0256
<https://dphhs.mt.gov/SLTC/HomeLivingOptions/montanaveteranshomes/cfmvh>

EASTERN MONTANA VETERANS HOME

EMVH is in Glendive and has 80 skilled nursing facility beds, including a 16-bed special care unit.

Visit the DPHHS website for more information:

<https://dphhs.mt.gov/SLTC/HomeLivingOptions/montanaveteranshomes/easternmtvethome>

Senior and Long Term Care Division
General Help & Questions
(406) 444-4077

SOUTHWEST MONTANA VETERANS HOME

The Southwest Montana Veterans Home (SWMVH) will be located in Butte.

Visit for more updated information and an Admission Application:

<https://dphhs.mt.gov/sltc/homelivingoptions/montanaveteranshomes/swmvh>



Cash Assistance

MONTANA PUBLIC ASSISTANCE HELPLINE

Questions relating to eligibility: 1 (888) 706-1535
Toll free Fax: 1 (877) 418-4533
or (406) 841-3855

Mail forms to:
Human and Community Services
PO Box 202925
Helena, MT 59620

Office Hours: Monday – Friday, 8:00 am - 5:00 pm

To apply for food, medical, or cash assistance, visit <https://apply.mt.gov/>.

OFFICE OF PUBLIC ASSISTANCE LOCATIONS

Anaconda Field Office

307 East Park, Room 305
Anaconda, MT 59711
Email: hhshcsopadeerlodge@mt.gov

Billings Field Office

111 North 31st Street
Billings, MT 59101
Email: hhshcsopayellowstone@mt.gov

Bozeman Field Office

12 North 3rd
Bozeman, MT 59715
Email: hhshcsopagallatin@mt.gov

Browning Field Office

121 First Avenue NW
Browning, MT 59417
Email: hhshcsopaglacier@mt.gov

Butte Field Office

700 Casey Street
Butte, MT 59701
Email: hhshcsopasilverbowl@mt.gov

Glasgow Field Office

630 2nd Avenue South, Suite C
Glasgow, MT 59230
Email: hhshcsopavalley@mt.gov

Great Falls Field Office

201 First Street South Suite #1
Great Falls, MT 59403
Email: hhshcsopacascade@mt.gov

Hamilton Field Office

310 North Third Street
Hamilton, MT 59840
Email: hhshcsoparavalli@mt.gov

Hardin Field Office

23 Eighth St West
Hardin, MT 59034
Email: hhshcsopabighorn@mt.gov

Havre Field Office/Long Term Care Unit

Ryan Bldg
48 Second Avenue, Suite 200
Havre, MT 59501
Email: hhshcsopahill@mt.gov
hhshcsdlctfieldoffice@mt.gov

Helena Field Office

111 N Sanders Avenue, Room 109
Helena, MT 59601
Email: hhshcsopalewis&clark@mt.gov

Kalispell Field Office

121 Financial Drive, Suite A
Kalispell, MT 59901
Email: hhshcsopaflathead@mt.gov

Lame Deer Field Office

228 Montana Avenue
Lame Deer, MT 59043
Email: hhshcsopalamedeer@mt.gov

Lewistown Field Office

312 Birch Street, Suite 1
Lewistown, MT 59457
Email: hhshcsopafergus@mt.gov

Libby Field Office

933 Farm to Market Road Suite C
Libby, MT 59923
Email: hhshcsopalincoln@mt.gov

Miles City Field Office

219 North Merriam Avenue
Miles City, MT 59301-2700
Email: hhshcsopacuster@mt.gov

Missoula Field Office

2677 Palmer, Suite 100

Missoula, MT 59808

Email: hhshcsopamissoula@mt.gov

Polson Field Office

49627 Hwy 93

Polson, MT 59860

Email: hhshcsopalake@mt.gov

Wolf Point Field Office

131 Front Suite B

Wolf Point, MT 59201

Email: hhshcsoparoosevelt@mt.gov

TANF

TANF cash assistance is a program providing temporary financial assistance to needy families. The receipt of TANF cash assistance is limited to 60 months in an adult's lifetime.

Note: Individuals cannot receive state and tribal TANF support.

Individuals can APPLY ONLINE at apply.mt.gov or at a local Office of Public Assistance. The list of OPAs is at <https://dphhs.mt.gov/hcsd/OfficeofPublicAssistance>.

CONTACT

Public Assistance Helpline: 1 (888) 706-1535

<https://dphhs.mt.gov/hcsd/TANF>



Child Health and Safety (Early Childhood and Family Support Services)

ADOLESCENT HEALTH SERVICES

The Adolescent Health Section (AHS) at DPHHS provides services to adolescents (aged 10-24) as they develop from children to adults. AHS aims to improve the overall health of adolescents in Montana by implementing several programs that focus on the following topics:

- Providing resources for expectant and parenting young families to help them continue their education, learn essential parenting and life skills, improve their preparedness for the workforce, and more.
- Raising awareness about sexual violence and prevention, promoting bystander intervention, and changing social norms surrounding sexual violence.
- Providing resources for expectant mothers who have experienced some form of sexual violence.
- Reducing teen pregnancy rates, educating teens about healthy relationships, and raising awareness about STDs and HIV.

THE HEALTHY YOUNG PARENT PROGRAM

The Healthy Young Parent Program provides coordinated support for young expectant and parenting families in tribal communities, high schools, institutions of higher education, and community-based service centers.

The overall goal of HYPP is to facilitate self-sufficiency of expectant and parenting youth, women, fathers and their families to build their parenting capacity, encourage post-secondary education and preparedness for the workforce, and improve the healthy growth and development of their children. HYPP aims to improve life outcomes for young parents (ages 24 and younger) in Montana by offering the following services:

- Flexible, quality schooling to help parents complete high school or obtain their GED
- Case management and family support services
- Referral and lineages to prenatal care and reproductive health services
- Quality child care with coordinate links to basic preventive care
- Nurturing, parenting and life skills education and support services
- Father involvement and support services
- Direct services (i.e. diapers, gas cards for appointments, baby formula, etc.)

CONTACT

Family & Community Health Bureau
Adolescent Health – TPP/HYPP
1625 11th Avenue

USF&G Building
Helena, MT 59601-4600

Program Specialist: (406) 444-1881
Fax: (406) 444-2750
<https://dphhs.mt.gov/publichealth/adolescenthealth/hypp>

SEXUAL VIOLENCE PREVENTION AND VICTIM SERVICES

The Sexual Violence Prevention and Victim Services Program (SVPVS) implements prevention efforts that reduce risk factors and increase protective factors associated with sexual violence perpetration and victimization. To assist Montana in ending sexual violence, DPHHS receives Rape Prevention Education (RPE) funds from the Centers for Disease Prevention and Control. The SVPVS program also receives funds from the Pregnancy Assistance Fund (PAF) from the Office of Adolescent Health (OAH) to provide services to mothers who were victims of violence. All these funds are distributed to sub-recipients at the state, county, and local levels.

CONTACT

Family & Community Health Bureau
Adolescent Health - SVPVS
1625 11th Avenue
USF&G Building
Helena, MT 59620-4210

Program Specialist: (406) 444-3628
Fax: (406) 444-2750
<https://dphhs.mt.gov/publichealth/adolescenthealth/svpvs>

OPTIMAL HEALTH FOR MONTANA YOUTH

The Adolescent Health Section houses teen pregnancy prevention programs that promote and implement several curricula in public schools, tribal communities, juvenile detention centers and foster care settings. The OHMY program aims to provide youth with the knowledge, skills, and tools needed to help them focus on their future, make healthy decisions when it comes to having sex, set personal boundaries, resist peer pressure and speak up, and understand what constitutes a healthy relationship. It teaches teens how to better protect themselves from risky situations, unintended pregnancies, and put their health first.

CONTACT

Family & Community Health Bureau
Adolescent Health – OHMY
1625 11th Avenue
USF&G Building
Helena, MT 59620-4210

PREP & SRAE Program Specialist: (406) 444-2834TPP
Tier II Program Specialist: (406) 444-1881
Fax: (406) 444-2750
<https://dphhs.mt.gov/publichealth/adolescenthealth/ohmy#811478657-how-does-optimal-health-relate-to-teenage-pregnancy>

BEST BEGINNINGS STARS TO QUALITY PROGRAM: SUPPORTING EARLY CHILDHOOD EDUCATION PROGRAMS

The Best Beginnings STARS to Quality Program is a voluntary quality rating and improvement system that aligns quality indicators with support and incentives for early childhood programs and early childhood professionals. Early childhood programs are supported in their improvement goals through assessment, coaching, mentoring, and incentives.

STARS have several components:

1. Workforce Development
2. Quality Rating and Improvement System (QRIS)
3. Infrastructure to administer the programs, provide training, coaching, and technical assistance, and to validate the STARS system

Visit the DPHHS website for list of providers, guidance and procedures, application, etc., at <https://dphhs.mt.gov/hcsd/ChildCare/STARS>.

CONTACT

Early Childhood Services Bureau
Best Beginnings STARS to Quality Program
1625 11th Avenue
USF&G Building
Helena, MT 59620-4600

Program Specialist: (406) 444-9467
Fax: (406) 444-2750

BREASTFEEDING EDUCATION AND SUPPORT

For breastfeeding support general information:
<https://dphhs.mt.gov/publichealth/wic/breastfeeding>
or contact a local WIC clinic by searching www.signupwic.com

Additional local resources may include the nearest birthing hospital lactation center or a local Breastfeeding Coalition.

CHILD CARE ASSISTANCE FOR WORKING FAMILIES (BEST BEGINNINGS CHILD CARE SCHOLARSHIP PROGRAM)

The Early Childhood Services Bureau at DPHHS offers Best Beginnings child care scholarships to qualified low-income families whose child receives care from a licensed child care center, licensed group or family child care home, or Family, Friend, and Neighbor (FFN) child care provider. Each family participates in the cost of that care by making a co-payment based on a sliding fee scale. Scholarships are available to working families whose income is at or below 150% of the Federal

Poverty Guidelines and families who get cash assistance through the Temporary Assistance for Needy Families (TANF) program.

The program helps to pay for care when parents are not available to care for their children:

- During working hours;
- During school or training hours, if meeting work requirements;
- If they are a teen parent attending high school; or
- If they are a parent receiving TANF who is participating in family investment agreement activities.

Apply online: <https://app.mt.gov/ccubs/>

CONTACT

Early Childhood Services Bureau
Best Beginnings Scholarship Program
1625 11th Avenue
USF&G Building
P.O. Box
Helena, MT 59620- 4600

Program Manager: (406) 444-3928
Fax: (406) 444-2750
<https://dphhs.mt.gov/hcsd/ChildCare/BestBeginningsScholarships>

TRIBAL FAMILIES

Tribal families are dually eligible for child care assistance under both the Tribal Child Care and Development Fund (CCDF) Block Grant program and Montana Child Care Scholarship program.

Families who find they are not eligible for Tribal Block Grant Child Care or find their Tribal Block Grant Child Care funding has been used must demonstrate their Tribal Block Grant will not serve them before a Best Beginnings Child Care Scholarship will be approved.

CHILD CARE LICENSING

The role of the Child Care Licensing Program within the Quality Assurance Division at DPHHS is to regulate and monitor child care facilities. Additionally, the Program establishes guidelines for the health, safety and well-being of the children in these facilities.

Surveys are conducted annually, and all complaints are investigated.

Visit the website at <https://dphhs.mt.gov/qad/Licensure/childcarelicensing> for information on how to file a complaint, licensing requirements for Child Care centers, licensed provider search, and other resources.

CONTACT

Early Childhood Services Bureau
Child Care Licensing
1625 11th Avenue, USF&G Building
Helena MT 59620-4600

Child Care Licensing Program Manager: (406) 444-5977
Fax: (406) 444-2750
childcarelicensing@mt.gov

CHILD CARE RESOURCE AND REFERRAL AGENCIES

The Early Childhood Services Bureau contracts with the 7 regional Child Care Resource & Referral (CCR&R) agencies to offer the following services:

- Help low-income families find and pay for child care
- Offers referrals to licensed and registered child care facilities for families of all income levels
- Offer training, technical assistance, and support for child care providers
- Initiate projects to build quality child care
- Inform policy makers, businesses, and the public on child care related issues
- Advocate for child care providers and for families with children

<https://dphhs.mt.gov/hcsd/Childcare/ChildCareResourceandReferral>

SERVICES TO FAMILIES

Child Care Resource and Referral agencies provide referral services to families seeking child care. This includes providing parents with information regarding:

- Child Care openings,
- Location of care,
- Special circumstance information, such as does the provider offer extended hour service, has he/she completed accreditation process, or does he/she serve infants and toddlers.
- Child Care Resource and Referral agencies determine eligibility for the Best Beginnings Scholarship Program for low-income families and manage state-assisted payments to providers.

SERVICES TO PROVIDERS

Child Care Resource and Referral agencies:

- Work with the local licensing specialists to present quarterly orientation sessions for new providers and provide technical assistance to providers who have been referred by licensing specialists for corrective action.

- Develop and present regular training to child care providers in the areas of:
 - Child development
 - Health and safety
 - Infant and toddler care
 - Sound business practices
 - Referral services

The goal of referral services is to provide a high quality, seamless referral program to families and the community regarding child care options, types of care available, fees, and the common child care business practices. Referral services are provided by the CCR&R in each of the 7 regions. For more information, contact your local CCR&R.

DISTANCE LEARNING

Child Care Resources provides distance learning to child care providers through ChildCareTraining.org. CCR&Rs in each region are available to provide support to providers completing online coursework through ChildCareTraining.org. Technical problems related to specific website concerns should be directed to ChildCareTraining.org. CCR&Rs have computers available to take an online course if needed.

CHILD CARE RESOURCE & REFERRAL AGENCY CONTACT INFORMATION

REGION 1

The Nurturing Center
322 2nd Ave West, Suite C
Kalispell, MT 59901-4428

(406) 756-1414
Toll-free: 1 (800) 204-0644
Fax: (406) 756-1410
<http://www.nurturingcenter.org>

Serving Counties: Flathead, Lake, Lincoln, Sanders

REGION 2

Child Care Resources
500 N Higgins, Suite 202
PO Box 7038
Missoula, MT 59807-7038

(406) 728-6446
Toll-free: 1 (800) 728-6446
Fax: (406) 549-1189
<http://www.childcareresources.org>

Serving Counties: Mineral, Missoula, Ravalli

REGION 3

Butte 4 C's - Butte
101 N. Main Street
Butte, MT 59701
(406) 723-4019

Toll-free: 1 (800) 794-4061
Fax: (406) 723-6982
<https://butte4cs.org/>

Serving Counties: Beaverhead, Deer Lodge, Granite, Madison, Powell, Silver Bow

REGION 4

Child Care Connections
1143 Stoneridge Drive, Suite 1
Bozeman, Montana 59718

(406) 587-7786
Toll-free: 1 (800) 962-0418
Fax: (406) 587-1682
<http://bozemanccc.org/>

Serving Counties: Broadwater, Gallatin, Jefferson, Lewis & Clark, Meagher, Park

REGION 5

Family Connections MT - Great Falls
202 2nd Ave S, Suite 201
Great Falls, MT 59405

(406) 761-6010
Toll-free: 1 (800) 696-4503
Fax: (406) 453-8976
<http://www.FamilyConnectionsMT.org>

Serving Counties: Cascade, Chouteau, Fergus, Glacier, Judith Basin, Petroleum, Pondera, Teton, Toole

REGION 6

Family Connections MT - Havre
2229 5th Avenue
Havre, MT 59501

(406) 265-6743
Toll-free: 1 (800) 696-4503
Fax: (406) 265-1312
<http://www.FamilyConnectionsMT.org>

Serving Counties: Blaine, Daniels, Dawson, Garfield, McCone, Hill, Liberty, Phillips, Prairie, Richland, Roosevelt, Sheridan, Valley, Wibaux

REGION 7

District 7 HRDC - Billings
7 North 31st Street
PO Box 2016
Billings, MT 59103-2016

(406) 247-4732

Toll-free: 1 (800) 443-1411
Fax: (406) 248-2943
<http://www.hrdc7.org>

Serving Counties: Big Horn, Carbon, Carter, Custer, Fallon, Golden Valley, Musselshell, Powder River, Rosebud, Stillwater, Sweet Grass, Treasure, Wheatland, Yellowstone

CHILDREN'S SPECIAL HEALTH SERVICES FINANCIAL ASSISTANCE

The Children's Special Health Services Financial Assistance program provides funding for out-of-pocket expenses for qualifying children and youth with special health care needs, up to \$2,000 per federal fiscal year. Families earning up to 350% of the federal poverty can use this fund.

A child or youth with special health care needs is under the age of 22 and has or is at increased risk for a chronic physical, developmental, behavioral, or emotional condition and also requires health and related services of a type or amount beyond that required by children generally.

The funding is flexible to include medical expenses and enabling services like respite care, travel for appointments, occupational therapy toys, among others. This program also has an abbreviated application for CPS workers to use for their clients.

Visit the following website for financial assistance policy and the financial assistance policy:
<https://dphhs.mt.gov/publichealth/cshs/FinancialAssistance>

GENETIC SERVICES

DPHHS has funds available to pay for genetic testing for individuals living in Montana. Genetic Testing Financial Assistance funds can be used when:

- The applicant's insurance company will not pay for the test or the applicant is uninsured or under-insured.
- The applicant has no other resource to cover the requested service.

Genetic assistance funds are limited and may not meet the needs of all individuals that qualify. Funds will be approved in the order applications are received. The fund operates on a state fiscal year. New funds will be available every July first. If the application is approved, the test must be done before June 30, or a new application will be required.

For Medical Requirements and Application process, please visit:
<https://dphhs.mt.gov/publichealth/cshs/GeneticFinancialAssistance>

CONTACT

Family & Community Health Bureau
Children's Special Health Services
MT Genetic Testing Assistance
1625 11th Avenue PO Box
USF&G Building

Helena, MT 59620-4600

Health Education Specialist: (406) 444-7077

Toll-free: 1 (800) 762-9891

Fax: (406) 444-2750

LEAD POISONING PREVENTION PROGRAM

Childhood lead poisoning remains one of the most serious threats to the health and wellbeing of developing children. Because lead poisoning often occurs with no obvious symptoms, it frequently goes unrecognized. The only sure way to diagnose lead poisoning is with a simple blood test.

CONTACT

PUBLIC HEALTH LEAD SURVEILLANCE AND INVESTIGATION

Please contact your local health department, or

Environmental Health Assessment Section
Montana Department of Public Health and Human Services
1400 Broadway
P.O. Box 202951
Helena, MT 59620
(406) 444-5954

TRAINING AND CERTIFICATION AND CONSUMER INQUIRIES

Michael Vogel
Montana State University Extension
P.O. Box 173580
Bozeman, MT 59717

(406) 994-3451
Fax: (406) 994-5417
Location: 102 Taylor Hall
mvogel@montana.edu

NEWBORN SCREENING SERVICES

Montana's Newborn Screening Program ensures every baby born in Montana can have a healthy start to life and the best possible outcomes with early detection by providing three essential tests (bloodspot, hearing, and critical congenital heart defect) to screen for 31 conditions requiring early intervention to prevent injury, disability or death, if not detected at birth.

This program provides funding, training, data collection, and equipment to midwives, birthing centers, and hospitals statewide.

The program also ensures families with children identified with hearing loss, a metabolic or genetic disorder, or a heart defect, have access to follow-up services including a diagnostic testing, specialty care, and family support.

CONTACT

Family & Community Health Bureau
Children's Special Health Services
1625 11th Avenue
USF&G Building
Helena, MT 59620-4600

Program Specialist: (406) 444-1216
CSHS@mt.gov
<https://dphhs.mt.gov/publichealth/cshs/NewbornScreeningPrograms>

MONTANA ACCESS TO PEDIATRIC PSYCHIATRY NETWORK

DPHHS received a federal HRSA grant in September 2018 to expand access to pediatric psychiatry. The Montana Access to Pediatric Psychiatry Network (MAPP-Net) grant strives to support primary care providers in serving children and youth in their communities with mental healthcare needs through education and consultation. Two activities will help us meet this goal: Project ECHO and the toll-free Access Line.

ACCESS LINE

A toll-free access line was established in 2019 for primary care providers to call and consult with a Child and Adolescent Psychiatrist during daytime business hours. 1-844-922-MAPP (1-844-922-6277). Consultations are with Billings Clinic Child and Adolescent Psychiatrists. This is a provider-to-provider call, and patients do not participate. There is no cost for primary care providers to participate in this service.

To learn about services available to primary care providers through the MAPP-Net grant, including a visit to your clinic to meet with providers, contact:

Family & Community Health Bureau
Children's Special Health Services
1625 11th Avenue
USF&G Building
Helena, MT 59620-4600

MAPP-NET Program Specialist (406) 444-3529
Fax: (406) 444-2750
<https://www.mapp-net.org>

MENTAL HEALTH DIRECTORY

The Bright App mental health directory is a searchable database of behavioral health providers in Montana. It includes information such as location, specialties, insurance accepted, and telehealth availability.

<https://www.mapp-net.org/mental-health-directory/>

PROJECT ECHO

Project ECHO is a hub-and-spoke model out of the University of New Mexico. Billings Clinic is the contracted "hub" for this program and began Project ECHO Pediatric Mental Health sessions in March

2019. An expert hub team consisting of a Child and Adolescent Psychiatrist, Psychiatric Pharmacist, and Psychotherapist meet twice per month with primary care providers across the state utilizing the online platform Zoom. A member of the hub team delivers a 25-minute didactic. Then, participants can present de-identified cases to review. The hub panel and spoke sites offer feedback and suggestions on the presented cases.

This collaboration among peers helps to support the presenter's care for their pediatric patients with mental health care needs and provides an opportunity for increased knowledge for everyone listening. ECHO clinics are grant-funded and there is no cost participate.

- Learn about upcoming clinics, register to participate, and submit cases for review
- Access recordings of past sessions and didactic materials.

CONTACT

Questions and information about participating in Project ECHO Clinics or utilizing the Access Line:

MAPP-NET PROGRAM COORDINATOR
Billings Clinic, Psychiatry
(406) 435-4556

MONTANA MILESTONES PART C EARLY INTERVENTION

Montana Milestones Part C of the Individuals with Disabilities Education Act (IDEA) is a comprehensive system of early intervention services and supports for infants and toddlers, birth to age three, with disabilities or developmental delays and their families. The early intervention system assists children with atypical development by providing early intervention services delivered by qualified personnel in natural environments and at no cost to families per Montana's System of Payments.

Montana's Family Education and Support Program is for eligible children and young adults ages 3 to 21 years. The Program's purpose is to build the capacity of families to support their children's development and maximize the potential for children with disabilities to live as independently as possible.

Montana's eligibility criteria:

- Type I Established Condition diagnosed by a physician or psychologist that is likely to result in a developmental delay or disability; or
- Type II Measured Delay: Two or more 25% developmental delays in the five developmental domains or one 50% developmental delay in the five developmental domains.

CONTACT

Early Childhood Services Bureau
Part C Coordinator
1625 11th Avenue
USF&G Building
Helena, MT 59620-4600

MATERNAL AND EARLY CHILDHOOD HOME VISITING

What is home visiting?

- Voluntary, family-centered services by a professionally trained home visitor.
- Serves pregnant and newly parenting women and families/caregivers with infants and young children (under 5 years of age).
- Federally funded primarily through the Maternal Infant and Early Childhood Home Visiting (MIECHV) funding.

Eligibility is broad and varies by each home visiting model. Generally, Healthy Montana Families (HMF) serves pregnant or post-natal women and families/caregivers with children under the age of 5 who also experience at least one of the following:

- Low income (under 200% of the Federal Poverty Level)
- Pregnant women under 21 years
- History of child abuse or neglect or interactions with child welfare (Caregiver or enrolled child)
- History of substance abuse or need substance abuse treatment (Self-reported or identified through referral)
- Users of tobacco products in the home (nicotine delivery systems)
- Low student achievement (caregiver or child)
- Child with developmental delays or disabilities (enrolled child or another child in the household)
- Families that include current or former members of the armed forces

Visit the following website to find home visiting services in Montana communities and contact information for Program Specialists in each region: hmf.mt.gov.

CONTACT

Family & Community Health Bureau
Healthy Montana Families/Home Visiting
1625 11th Avenue
USF&G Building
Helena, MT 59620-4600

Program Specialist: (406) 444-0041
Fax: (406) 444-2750
mtmechv@mt.gov

FIRST YEARS INITIATIVE (FYI)

Healthy Montana Families works with established home visiting sites in public health departments and non-profit organizations to hire additional home visitors to work alongside child protection workers located in more than 12 counties in Montana.

Visit the website at www.hmf.mt.gov to find First Years Initiative sites, home visiting services in Montana communities, and contact information for Program Specialists in each region.

CONTACT

Family & Community Health Bureau
Healthy Montana Families/Home Visiting
1625 11th Avenue
USF&G Building
Helena, MT 59620-4600

Section Supervisor: (406) 444-6940
Fax: (406) 444-2750
mtmechv@mt.gov

MEDICAL HOME PORTAL FOR CHILDREN AND YOUTH

The Medical Home Portal is a website for families, providers, and other professionals to connect with local and statewide resources, and find information about diagnosis, conditions, and treatment for a variety of pediatric health issues. This site is a “one-stop-shop” to find specialty medical and behavioral health providers, and resources for all things child health.

<https://mt.medicalhomeportal.org/>

Note: the site includes a list of the Craniofacial/cleft palate clinic providers across the state.

Children with a cleft lip/palate or other craniofacial anomalies experience myriad challenges starting at birth. These children and their caregivers face a series of surgeries and require holistic support from a team of specialists that collaborate in efforts to optimize outcomes through education, support, research, and interdisciplinary team care.

MONTANA FAMILY TO FAMILY HEALTH INFORMATION CENTER

The parent-led Family to Family initiative will improve access to and sharing of evidence-based health information so parents and families of children and youth with complex health needs and health care providers can make informed health care choices.

The Montana Family to Family Health Information Center (F2F-HIC) will support families by providing access to Montana-relevant, evidence-based resources and creating connections to peer-support resources.

CONTACT

(406) 243-4570
MontanaF2F@umontana.edu

MONTANA CIRCLE OF PARENTS PROGRAM

Circle of Parents® provides a friendly, supportive environment led by parents and other caregivers. It's a place where anyone in a parenting role can openly discuss the successes and challenges of raising children. It's a place where they can find and share support.

CONTACT

State Coordinator: (406) 723-4019
hstenson@butte4-cs.org
<http://circleofparents.org/>

MONTANA PARENT PARTNER PROGRAM

Montana's Parent Partner Program provides "parent mentors" in a clinical setting to families who have children with special health care needs. Parent Partners are professionally trained and personally experienced to help families become self-advocates, find the resources they need, and provide emotional support.

CONTACT

State Coordinator: (406) 281-8751
<https://dphhs.mt.gov/publichealth/cshs/MontanaParentPartnerProject>

MONTANA ORAL HEALTH PROGRAM

The mission of the Montana Oral Health Program is to improve the oral health of Montanans through prevention and education. The Oral Health Program promotes oral health activities designed to encourage good oral health practices and increase awareness of the importance of oral health and preventive care. The Oral Health Program collaborates with and identifies oral health resources available for local health departments, schools, daycares, tribes, Head Start programs and others concerned with oral health promotion activities.

Human Resources and Services Administration (HRSA) Grants to States to Support Oral Health Workforce Activities partnerships with tribal focus include:

- **University of Washington School of Dentistry**
Montana Regional Initiatives in Dental Education (RIDE).
 - 2nd & 4th year dental student rotations
 - Tribal rotation sites: Crow/Northern Cheyenne Hospital, Blackfeet Community Hospital Indian Health Dental Service
- **Montana State University College of Nursing**
American Indian initiatives to support early childhood oral health activities.
 - Testing the utility of a pediatric oral health messaging campaign on silver diamine fluoride across a statewide network of American Indian clinics using Good Health Television (GHTV).

- Revitalizing the Head Start oral health curriculum on the Northern Cheyenne Nation. Bachelor of Science in nursing students and registered dental hygienists with a Limited Access Permit work inter-professionally to provide oral health services to Head Start students.
- **Caring Foundation of Montana**
Preventive oral health services in mobile health clinics and non-traditional settings .
 - Collaborations/outreach to Blackfeet Nation, Northern Cheyenne Nation, Crow Agency and Salish and Kootenai Tribes

CONTACT

Family & Community Health Bureau
Maternal, Child Health – Oral Health
PO Box 4210
Helena, MT 59620-4210

Program Specialist: (406) 444-2660
<https://dphhs.mt.gov/publichealth/oralhealth>

PARENTING MONTANA

ParentingMontana.org provides easy-to-use parenting tools to support children’s success from kindergarten through the teen years. ParentingMontana.org features practical tools for parents who want to know more about issues such as anger, bullying, chores, confidence, conflict, friends, discipline, peer pressure, and underage drinking, among others. The tools use a socially and emotionally informed process that is developmentally appropriate. The website is organized by age-appropriate topics for age five all the way up to 19-year-olds.

Visit the website at ParentingMontana.org.

Note: ParentingMontana.org videos, radio, and print materials can be viewed, downloaded, and shared.

TRANSITION RESOURCES FOR CHILDREN WITH SPECIAL HEALTH CARE NEEDS

DPHHS’s Children’s Special Health Services goal is to provide resources for youth and their families as they go through the transition process and ensure they have access to resources that may be useful during the transition process.

CONTACT

Family & Community Health Bureau
Children’s Special Health Services
1625 11th Avenue
USF&G Building
Helena, MT 59620-4600
Toll-free: 1 (800) 762-9891
<https://dphhs.mt.gov/publichealth/cshs/TransitionResources>

MONTANA RESOURCES PROJECT

The Montana Resources (MTR) project is funded under a contract with DPHHS's Children's Health Services and is based at the University of Montana Rural Institute for Inclusive Communities. This project supports children and youth with special health care needs to transition successfully into adulthood.

Activities are focused on developing leadership and self-advocacy skills for children and youth with special health care needs and their parents/guardians and education and tools for professionals working with these families:

<http://transition.ruralinstitute.umt.edu/>



Child Protection/Child Welfare

CHILD ABUSE HOTLINE

To report a possible case of child abuse or neglect, call the toll-free 24-hour Child Abuse Hotline at 1-866-820-5437.

SERVICES TO NATIVE AMERICAN CHILDREN AND FAMILIES

The Child and Family Services Division (CFSD) of the Montana Department of Public Health and Human Services is committed to serving Native American children and working collaboratively with Montana's tribes. This commitment includes the implementation of all aspects of the Indian Child Welfare Act (ICWA) as it applies to Native American children that come to the attention of the state court system as a result of allegations of abuse or neglect by their caretakers.

This responsibility is defined in both policy and practice and carried out by Division staff in local offices and supported by Central Office staff in Helena, who provide technical assistance and policy interpretation to field staff. Indian Child Welfare Act (ICWA) compliance is of utmost importance to CFSD.

The ICWA Program Manager is directly responsible for assisting field staff in their compliance with the provisions of ICWA. The ICWA Program Manager also serves as a direct link between state programs and tribal programs. The ICWA Program Manager will promote the state's ICWA compliance by providing technical assistance and programmatic advice to CFSD, tribal social services, and any court personnel. ICWA training is provided to all newly hired CFSD staff. Ongoing training takes place in local offices. Training to support and identify ICWA Qualified Expert Witnesses occurs annually.

ICWA Program Manager
(406) 657-3120
Email: Kerrera.PrettyPaint@mt.gov

Tribal social services, Bureau of Indian Affairs (BIA) (on reservations where the BIA has offices), and tribal courts have exclusive jurisdiction and are responsible for providing child welfare services and child protection services to tribal children residing on the reservations. CFSD and state district courts have exclusive jurisdiction and is responsible for providing child welfare services and child protection services for tribal children residing off-reservations. CFSD and state courts are also responsible for providing child welfare services for non-Indians residing on the reservations.

In addition to the support of Division staff, Central Office Program staff provide, upon request:

- Direct technical assistance to tribal staff regarding state policies and procedures that impact tribal programs
- Technical assistance and consultation in the areas of:
 - Foster care
 - Guardianship
 - Adoption
 - Title IV-E eligibility

- Tribal contracts
- The Montana Foster Care Independence Program
- Child Protection Services
- Interstate Compact on the Placement of Children

CONTACT

(406) 841-2400
<https://dphhs.mt.gov/CFSD/ICWA>

TITLE IV-E GUARDIANSHIP ASSISTANCE PROGRAM - MONTANA STATE PLAN

The State Plan can be accessed at:
<https://dphhs.mt.gov/Portals/85/cfsd/documents/GuardianshipAssistanceProgram-StatePlan.pdf>.

Note: Supplemental support services (i.e. clothing allowances, diaper allowances, child care and transportation) approved under Montana's Title IV-E State Plan and foster care maintenance payments are also reimbursed under the contract.

CONTACT

Foster Care, Licensing Guardianship Program Supervisor: (406) 841-2415

KINSHIP RESOURCES

The Montana Kinship Navigator Program serves Kinship and Relative Caregivers for the entire state of Montana. We are a central support, resource, and referral navigator program supporting Montana's rural areas, all of Montana's 8 Native American Tribes, and Montana's urban cities.

The program was founded in 2002 to offer these caregivers support, education and access to resources so they can live happier, healthier lives and can, in turn, raise children who know emotional and physical safety, excel in school and social situations and are prepared to take on the challenges of their new life.

CONTACT

MSU Extension
 Family & Human Development
 Montana State University
 102 Taylor Hall
 PO Box 173580
 Bozeman, MT 59717-3580

(406) 994-1750
 Fax: (406) 994-1756
 Location: Culbertson Hall
msuextension@montana.edu
<http://www.montanagrandparents.org/>

FOSTER CARE

Montana Child and Family Services requires and provides special training to all of our foster and adoptive parents. The training is offered at various times and places around the State of Montana.

CONTACT

1-866-9FOSTER (1-866-936-7837) if you are interested in learning more about trainings offered or if you would like to learn more about adopting a child.

askaboutadoption@mt.gov
<https://dphhs.mt.gov/CFSD/Adoption>

MONTANA CHAFEE FOSTER CARE INDEPENDENCE PROGRAM

The services offered by the CFCIP are intended to help Montana foster youth get the life skills they need to make a successful transition into adulthood, and include life skills instruction, transitional living plans, mentors, and educational/vocational assistance.

By assisting youth in achieving self-sufficiency and obtaining future goals, the MCFCIP enables youth in the foster care system create a healthy lifestyle and a successful future.

To be eligible for the CFCIP, a youth must be:

- Between the ages of 14-21
- Currently in foster care
- Likely to “age out” of the foster care system
- Has aged out of the foster care system or
- Has achieved guardianship or adoption after the age of 16.

CONTACT

Program Manager: (406) 841-2449
<https://dphhs.mt.gov/CFSD/FosterCareIndependence>

MONTANA CHILDREN’S TRUST FUND

The Montana Children’s Trust Fund was created by the state legislature in 1985 and provides financial support to local programs across the state to prevent child abuse and neglect and strengthen families.

The Trust Fund is administratively attached to DPHHS Early Childhood and Family Support Division and is administered by a seven-member volunteer board appointed by the Governor.

Resource Highlights:

Let’s Grow Montana eLearning Courses

<http://health.umt.edu/lets-grow-montana/default.php>

Period of Purple Crying Training

<https://dphhs.mt.gov/childrenstrustfund/purpleproposals>

Family Resource Fair Toolkit

<https://dphhs.mt.gov/Portals/85/childrenstrustfund/documents/BrainBuilderToolkit/final/toolkit.pdf>

Awareness Materials

- Strengthening Families Month (<https://dphhs.mt.gov/childrenstrustfund/preventionmonth>)
- Crying Card (<https://dphhs.mt.gov/Portals/85/childrenstrustfund/documents/Resources/CTFCryingCard2019.pdf>)
- Not Even for a Minute Campaign (<https://dphhs.mt.gov/childrenstrustfund/NotEvenforaMinute>)

The Montana Children's Trust Fund issues a Request for Proposals (RFP) for local community-based primary and secondary child abuse and neglect prevention programs and services. Community-based, nonprofit organizations that offer primary (universal) and secondary (targeted) prevention programs that reduce the risks of child maltreatment and strengthen families are eligible to apply for a grant. To be notified of the next RFP, please contact the Grants Manager or Program Assistant.

CONTACT

Children's Trust Fund
1625 11th Avenue
USF&G Building
Helena, Montana 59620-4600



Child Support

The Child Support Services Division (CSSD) at DPHHS helps parents collect child support payments owed to them. Child support services are available to all families. Any parent or non-parent caregiver with custody of a child who needs help to establish, modify, or enforce a child support order may apply to CSSD for child support services.

The CSSD offers the following services to families:

- Collection of monetary child support
- Location of non-custodial parents
- Paternity establishment
- Establishment of child support obligations
- Modification of child support obligations
- Establishment and enforcement of medical support obligations

Individuals who receive public assistance under the Temporary Assistance to Needy Families (TANF) program are referred to CSSD. Support owed to the family is assigned to the state as a condition of TANF. When support is collected, it is used to reimburse the state and federal governments for welfare paid to the family.

Individuals who do not receive public assistance may apply for division services. In non-TANF cases, child support collections are forwarded to the custodial party. Other states refer cases to Montana for action when a non-custodial parent lives in Montana. CSSD also collects parental contributions to the state for foster care placements.

CONTACT

Central Office
2401 Colonial Drive, First Floor
PO Box 202943
Helena, MT 59620-2943

(406) 444-6856
Toll-free: 1 (800) 346-5437
childsupport@mt.gov
<http://www.childsupport.mt.gov/>

Central Operations and the Interstate Responding Regional Offices are located in Helena. Four additional regional offices are located in Great Falls, Billings, Butte, and Missoula.

TRIBAL AGENCIES

Nationally, 60 tribes operate child support programs, providing services to Native American families consistent with tribal values and cultures. Tribal child support programs locate custodial and noncustodial parents, establish legal fatherhood (paternity), establish child support orders, and enforce orders.

The Bureau of Indian Affairs lists federally recognized Indian Tribes eligible for federal funding at: https://www.bia.gov/sites/bia_prod.opengov.ibmcloud.com/files/assets/public/pdf/Federal_Register_26826.pdf.

STATE AND TRIBAL CHILD SUPPORT AGENCY CONTACTS

Child Support, Department of Public Health & Human Services
2401 Colonial Drive, First Floor
PO Box 202943
Helena, MT 59620-2943

Office: (406) 444-9855

Fax: (406) 444-1370

Toll-free: 1 (800) 346-5437

<https://www.acf.hhs.gov/css/resource/state-and-tribal-child-support-agency-contacts>

BLACKFEET NATION

Blackfeet Manpower One Stop Center
PO Box 1090
Browning, MT 59417
Office: (406) 338-3822
Fax: (406) 338-5400
Email: george_kipp@yahoo.com

CHIPPEWA CREE TRIBE

Child Enforcement Project
96 Clinic Road N
Box Elder, MT 59521
Office: (406) 395-4176
Fax: (406) 395-4956
Email: brittanysp@cctcsp.org

CONFEDERATED SALISH & KOOTENAI TRIBES

PO Box 278
Pablo, MT 59855
Office: (406) 675-2700 x1234
Fax: (406) 675-2775
Email: hankc@cskt.org

FORT BELKNAP INDIAN COMMUNITY

Fort Belknap Indian Community Child Support Office
656 Agency Main Street
Harlem, MT 59526
Office: (406) 353-4230
Fax: (406) 353-4216
Email: sishorn@ftbelknap.org

Developmental Services Division

The Developmental Services Division (DSD) offers a wide range of services to fulfill its mission of facilitating efficient delivery of effective services to adults and children with developmental disabilities and children with serious emotional disturbances.

Services provided to eligible persons through the Developmental Disabilities Program are available at no cost to individuals of any age. Many kinds of services are offered through providers in communities or self-directed options. This support is separate from other assistance that is provided through schools, Medicaid, private insurance, Social Security, and other sources.

CONTACT

111 Sanders, Room 305
Helena, MT 59604
(406) 444-2995
Fax: (406) 444-0230

ELIGIBILITY

Persons who meet eligibility criteria do not wait to receive Targeted Case Management or Montana Milestones Part C Early Intervention services. Eligibility is determined through the Developmental Disabilities Program and is separate from other programs. Receiving assistance from other programs does not affect potential eligibility for services.

TARGETED CASE MANAGEMENT

All eligible individuals age 16 and older may receive Targeted Case Management. The Case Manager will assess an individual to determine needs for medical, educational, social and other services.

MONTANA MILESTONES PART C EARLY INTERVENTION

The Montana Milestones Part C Early Intervention program is administered and monitored through DDP. All eligible children from birth to 36 months may receive early intervention services based upon the child and family's assessed needs free of charge.

Early Intervention Service Coordination is provided at no cost to families and is an active, ongoing process that assists and enables families to access early intervention services and assures their rights and procedural safeguards.

WAIVER SERVICES

Waiver services are Medicaid funded services and support that provide more extensive options within community-based options. Waiver services are long-term services and supports that may be provided by a Contracted DDP Provider or Self-Directed by the Individual with Provider Choice or Employer Authority. Waiver services generally offer skills training, residential, community inclusion and employment support based on the person's assessed level of needs.

DDP Waiver Services in Montana are limited and not entitled services for all eligible persons. A person may be determined to be eligible for DDP Services and will likely be placed on a waiting list.

It is important that action is taken as soon as possible to determine eligibility of a person with a disability so that the person is placed on the list of those in need of waiver services.

<https://dphhs.mt.gov/dsd/developmentaldisabilities/DDPmedicaidwaivers>

DEVELOPMENTAL DISABILITIES PROGRAM

Frequently accessed services are listed below. For a description of all available children's developmental disabilities services, please visit <https://dphhs.mt.gov/dsd/developmentaldisabilities>.

Find provider manuals for Developmental Disabilities Program waiver and targeted case management services at <https://dphhs.mt.gov/dsd/developmentaldisabilities/ddpratesinf>.

Region	Contact	Location	Phone
DDP Central Office	Lindsey Carter, Bureau Chief	Helena	1-406-444-2799
Region 1	Laurel Gebo, Regional Manager	Glasgow	1-406-228-8264
		Miles City	1-406-232-2595
Region 2	Patti Engebretsen, Regional Manager	Great Falls	1-406-454-6097
Region 3	Stephie Marquis, Regional Manager	Billings	1-406-259-7122
Region 4	Melinda Cummings, Regional Manager	Helena	1-406-444-1714
		Bozeman	1-406-587-6066
		Butte	1-406-496-4923
Region 5	Paula Tripp, Regional Manager	Missoula	1-406-329-5415
		Kalispell	1-406-300-5415

THE 0208 COMPREHENSIVE WAIVER

The 0208 Comprehensive Waiver provides services to approximately 2,800 individuals with developmental disabilities. The waiver provides services across the life span and is designed to meet the individual's assessed health and safety needs.

The waiver can provide services to support families and children such as: Caregiver Training and Support, Respite services and Residential Habilitation which helps children with skill acquisition and community integration. Case Management services are also available to children in the Comprehensive Waiver.

Find information on the comprehensive waiver, including services and training requirements.
<https://dphhs.mt.gov/dsd/developmentaldisabilities/ddpmedicaidwaivers>

THE AUTISM STATE PLAN

The Autism State Plan provides autism intervention to children (up to age 21) who receive Medicaid and meet the eligibility requirements. These services include a Treatment Plan, Implementation Guidance, and Intensive Treatment.

The Treatment Plan provides the framework for the evidence-based intervention strategies that will be utilized to assist the child in achieving his/her highest level of functioning. Implementation Guidance consists of educating and coaching primary caregivers, such as parents, day care providers, or school staff, on how to implement the Treatment Plan.

Intensive Treatment involves applying the developmental and behavioral techniques from the Treatment Plan with the member. Services are delivered by qualified Board Certified Behavior Analysts, Board Certified Assistant Behavior Analysts, Student Interns, and Registered Behavior Technicians.

Find information on autism services, including fee schedule and related resources:
<https://dphhs.mt.gov/dsd/developmentaldisabilities/ddpAutism>

THE BEHAVIOR CONSULTATION TEAM

The Behavior Consultation Team (BCT) is a team of professionals, including a psychiatrist and internal medicine physician, which provides case consultation to families and providers throughout the State of Montana who are working with individuals that exhibit challenging behaviors that are impacting their ability to participate safely in their usual day-to-day activities.

Children, adolescents, and adults who have intellectual/developmental disabilities and who are eligible to receive services through the Developmental Disabilities Program may be referred to the BCT.

Find information on the behavior consultation team, including the manual and referral form:
<https://dphhs.mt.gov/dsd/developmentaldisabilities/ddpBehaviorConsultationTeam>

MONTANA MILESTONES PART C AND FAMILY EDUCATION AND SUPPORT PROGRAM

Montana Milestones Part C of the Individuals with Disabilities Education Act (IDEA) is a comprehensive system of early intervention services and supports for infants and toddlers, birth to age three, with disabilities or developmental delays and their families.

The early intervention system assists children with atypical development by providing early intervention services delivered by qualified personnel in natural environments and at no cost to families per Montana's System of Payments.

Family Education and Support (FES) Program is an additional intervention services system that helps children and young persons with disabilities beginning at age three to 21 years and their families to access intervention services

The Program's purpose is to build the capacity of families to support their children's development and maximize the potential for children with disabilities to live as independently as possible.

CONTACT

Family & Community Health Bureau
Early Learning/Family Support – Part C
1625 11th Avenue
USF&G Building
Helena, MT 59620-4600

Part C Coordinator: (406) 444-5647
Fax: (406) 444-2750
<https://dphhs.mt.gov/dsd/developmentaldisabilities/montanamilestones>

Find more information on FES services:
<https://dphhs.mt.gov/Portals/85/MedicaidTribalConsultation/December2018/PartCFamilyEducationSupport.pdf>

DISABILITY DETERMINATION SERVICES

The Montana Disability Determination Services (DDS) handles the medical eligibility for Social Security Disability claims. These determinations are based on federal rules and regulations. All applications for benefits must be submitted through the Social Security Administration (SSA).

There are several ways to apply for benefits:

- Visit the SSA website at www.socialsecurity.gov/online services to apply online.
- Call or visit any Social Security office to schedule an appointment. To look up your nearest office by your zip code, go to <https://secure.ssa.gov/ICON/main.jsp>.
- Call SSA toll-free at 1-800-772-1213 (TTY 1-800-325-0778).

Visit the DPHHS website for more information: <https://dphhs.mt.gov/detd/dds>

INDEPENDENT LIVING SERVICES FOR MONTANANS WITH DISABILITIES

In Montana the Statewide Independent Living Council, the DPHHS Disability Employment and Transitions Division, and self-directing Centers for Independent Living (CILs) work together to address issues impacting Montanans with disabilities. Funding for the CILs comes from a variety of sources including: the federal government, grants, the state of Montana and donations.

People with disabilities want to live independently just like their friends, family, and neighbors. The independent living program provides them with the services needed to achieve their desired way of life. These services include the four core IL services:

- Information and Referrals to appropriate organizations
- Independent living skills training
- Individual and systems change advocacy
- Transition services

- Americans with Disabilities Act/Accessibility Technical Assistance
- Rehabilitation Technology/Adaptive Equipment Loan/Lease
- Housing
- Eligibility
- Peer Mentoring

Montana has four Centers for CILs that provide independent living services throughout the state. These CILs don't offer places to live at the centers, however, they provide services to anyone with a disability including children, students, middle-aged adults and people who are elderly. The centers are private non-profit organizations primarily managed by people with disabilities.

The four Centers are located in Billings, Great Falls (Black Eagle), Helena and Missoula and their branch offices provide statewide coverage. Visit <https://dphhs.mt.gov/detd/independentliving/centerlocations> for contact information for each Center. If there is not a center in your community, an outreach worker from the closest center will come to you, if needed.

CONTACT

Program Manager
Montana Independent Living Program
111 North Last Chance Gulch, Suite 4C
PO Box 4210
Helena, MT 59604-4210

Toll-free: 1 (877) 296-1197
Voice/TTY: (406) 444-2590
Fax: (406) 444-3632

CENTERS FOR INDEPENDENT LIVING COMMITTEES AND TASK FORCES

Legislative/Advocacy Committee

This committee helps coordinate statewide legislative advocacy and systems change initiatives carried out by the independent living task forces. Current priorities in housing, transportation, healthcare, self-determination, public relations, Native American issues and youth services were identified by participants at statewide independent living symposium meetings held in 2009, 2010 and 2011.

The Legislative/Advocacy Committee develops legislative priorities in collaboration with the task forces and coordinates an independent living legislative day and follow up rally day at the state Capitol in Helena during each Montana legislative session. The committee also addresses other emerging state and national disability issues and coordinates grassroots advocacy efforts across the state in response such as letter writing campaigns, rallies, etc.

The committee meets every other Wednesday at 10:30am via teleconference. Please contact the co-Chairpersons Mike Mayer at mmayer@summitilc.org, or Tom Osborn at ncils.osborn@bresnan.net.

The Montana Centers for Independent Living is comprised of four primary offices throughout the state in Billings, Great Falls, Helena and Missoula. The Centers for Independent Living work collaboratively

through six task forces and multiple committees.

- **Self-Determination Task Force**
For more information, contact Mike Mayer at mmayer@summitilc.org.
- **Legislative Advocacy Task Force**
For more information, contact Tom Osborn at ncils.osborn@bresnan.net.
- **Transportation Task Force**
For more information, contact co-Chairperson Shyla Patera at ncils.patera@bresnsna.net.
- **Community Living Task Force**
For more information, contact co-Chairperson Bronwyn Troutman at btroutman@summitilc.org.
- **Youth and Employment Task Force**
For more information, contact co-Chairperson Mike Beers at mbeers@summitilc.org.
- **Native American Task Force**
For more information, contact co-Chairperson Chris Clasby at cclasby@summitilc.org.

The Montana Centers for Independent Living together with the Statewide Independent Living Council develop the State Plan for Independent Living (SPIL) every three years.

LIVING WELL WITH A DISABILITY PROGRAM

Living Well with a Disability is a 10-week evidence-based health promotion workshop for people with physical disabilities or mobility impairments. This program helps participants develop goals for meaningful activities that link to the management of secondary health conditions and healthy lifestyle.

Centers for Independent Living:

- Living Independently for Today and Tomorrow (LIFTT), Billings (406-259-5181)
- Montana Independent Living Project (MILP), Helena (406-442-5755)
- North Central Independent Living Services (NCILS), Black Eagle (406-452-9834)
- Summit Independent Living Center (Summit), Missoula (406-728-1630)

Visit these websites for more information:

<http://livingandworkingwell.ruralinstitute.umt.edu>

<https://www.dphhs.mt.gov/detd/independentliving>

CONTACT

1 (844) MTHLT4U

1 (844) 684-5848

ChronicDiseasePrevention@mt.gov

MONTANA TELECOMMUNICATIONS ACCESS PROGRAM (MTAP)

The mission of the Montana Telecommunications Access Program is to improve the quality of life for all Montanans through education, innovation, and technology by enhancing communications options.

MTAP does this by overseeing the Montana Relay Program, which allows people who are deaf to use telephone services, and by offering assistive equipment and services to Montanans whose disabilities make it hard for them to use the phone.

The Montana Telecommunications Access Program distributes special telephone equipment to Montanans who qualify. MTAP Equipment Specialists will deliver phones right to your home, set the equipment up, and show you how to use it, all at no cost to Montanans who qualify.

Visit <https://dphhs.mt.gov/detd/mtap/mtapequipment> for eligibility requirements and to apply.

CONTACT

Montana Telecommunications Access Program
111 North Last Chance Gulch, Suite 4C
PO Box 4210
Helena, MT 59604

Voice/TTY: 1 (800) 833-8503
relay@mt.gov

MONTANA RELAY PROGRAM

Montana Relay makes it possible to make phone calls between a standard telephone and a text telephone, of the kind used by Montanans who are deaf, severely hard of hearing, or who have a speech disability.

An operator will “translate” between the two different phones, speaking aloud whatever is typed, so the standard phone user can hear it, and typing whatever is said, so the text telephone user can read it.

Dial 711 to call Montanans who are deaf.

<https://dphhs.mt.gov/detd/mtap/>

TRANSPORTATION COORDINATION FOR MONTANANS WITH DISABILITIES

A bridge between Montanans with disabilities and their options is the Transportation Coordinator for DPHHS. The Coordinator’s job is to look at all public and private aspects of transportation and assess if they are meeting the needs of traveling Montanans with disabilities. The Coordinator works with agencies within DPHHS and across the state to improve transportation and works with consumers to explain their transportation options.

Visit DPHHS website for a list of Public Transit Providers and contact information listed by town:
<https://dphhs.mt.gov/detd/transportation/providerlist>

CONTACT

Transportation Coordinator
(406) 496-4933
Fax: (406) 444-3632

WORKING WELL WITH A DISABILITY PROGRAM

Working Well with a Disability (WWD) is a six-week health promotion workshop for people with physical disabilities that considers the prevention and management of secondary conditions in the context of employment. WWD is for individuals with disabilities preparing for or trying to maintain employment.

Visit these websites for more information:
<http://livingandworkingwell.ruralinstitute.umt.edu>
<https://www.dphhs.mt.gov/detd/independentliving>

Centers for Independent Living:

- Living Independently for Today and Tomorrow (LIFTT), Billings (406-259-5181)
- Montana Independent Living Project (MILP), Helena (406-442-5755)
- North Central Independent Living Services (NCILS), Black Eagle (406-452-9834)
- Summit Independent Living Center (Summit), Missoula (406-728-1630)

YOUTH AND PRE-EMPLOYMENT TRANSITION SERVICES

DPHHS's Disability Employment and Transitions Division administers the Youth and Pre-Employment Transition Services. The goal is to help Montana's youth with disabilities get PREPARED, CONNECTED and ENGAGED.

In order to help young people transition into careers and life, Vocational Rehabilitation and Blind Services (VRBS) has undertaken initiatives in 3 areas:

1. Enrolling younger people in our program (VRBS is able to provide services starting at age 14).
2. Contracting with high schools to provide pre-employment transition services.
3. Projects to support youth with their transition needs, such as the Montana Youth Transitions program, Montana Youth Leadership Forum, and Movin' On, campus experience programs at University of Montana and MSU-Billings.

CONTACT

Vocational Rehabilitation and Blind Services
111 North Last Chance Gulch, Suite 4C
PO Box 4210
Helena, MT 59604-4210

Toll-free: 1 (877) 296-1197
Voice/TTY: (406) 444-2590
Fax: (406) 444-3632 (fax)
VRInfo@mt.gov

Visit <https://dphhs.mt.gov/detd/youthtransitions/contacts> for contact information listed by town for Youth and Pre-employment Transition school contacts.

VOCATIONAL REHABILITATION AND BLIND SERVICES

The Vocational Rehabilitation and Blind Services is a part of the DPHHS Disability Employment and Transitions Division. The mission is to maximize access to in-demand and high-quality careers by Montanans with disabilities seeking dignity through choice, integration, and self-reliance. Vocational Rehabilitation and Blind Services combines the general and the blind vocational rehabilitation programs in a single unit. Montana state law allows the combined approach, and it also requires separate services for blind and visually impaired clients.

Individuals with disabilities seeking employment and their employers comprise our two primary customers.

You are eligible for Vocational Rehabilitation if you meet all three of the following criteria:

1. You have a physical or mental disability; and
2. Your disability prevents you from getting or keeping a job; and
3. You want to work and you need VR services to help you get or keep a job.

The types of services provided are based on what you need to get and keep a job. Services may include some of the following:

- **Evaluation Services**
Medical, psychological, and vocational evaluations may be used to determine your rehabilitation needs, limitations, interests and abilities.
- **Career Counseling and Guidance Services**
Using the evaluation information, you and your counselor will develop an individualized plan for employment (IPE) outlining the services you require to get and keep a job.
- **Medical or Psychological Services**
These services may be available on a limited basis, should you need them to get and keep a job.
- **Training**
Vocational Rehabilitation may coordinate and help fund such services as on-the-job training, job coaching, business/trade school, college or other vocational programs if you need them to qualify for employment.
- **Job Development and Placement Services**
Vocational Rehabilitation will provide assistance to help you with your job search.

- **Rehabilitation Technology**

You and your counselor may identify and obtain adaptive aids or equipment necessary to help you get or keep a job. For example, computer adaptations, workstations, modifications, etc.

- **Post-Employment Services**

Once you are employed, support services related to your disability may be provided to help you keep your job.

- **Referrals**

Vocational Rehabilitation can coordinate with other programs and services to increase your opportunities for employment.

Visit <https://dphhs.mt.gov/detd/vocrehab/mvrofficesbycounty> for a list of the Vocational Rehabilitation Program Offices.

CONTACT

Vocational Rehabilitation
111 North Last Chance Gulch, Suite 4C
PO Box 4210
Helena, MT 59604-4210

Toll-free: 1 (877) 296-1197
Voice/TTY: (406) 444-2590
Fax: (406) 444-3632
vrinfo@mt.gov
<https://dphhs.mt.gov/detd/vocrehab>

QUALIFIED SIGN LANGUAGE INTERPRETERS

Visit the DPHHS website at <https://dphhs.mt.gov/Portals/85/detd/documents/QualifiedSignLanguageInterpreterList.pdf> for qualified sign language interpreters across the state.



Disability Services

BLIND AND LOW VISION SERVICES

Blind and Low Vision Services provides services through three programs to assist individuals in finding or maintaining employment, learning to live with low vision or blindness, and increasing independence. Blind and Low Vision Services is available statewide.

Our Central Office administrative staff is located in Helena.

Visit <https://dphhs.mt.gov/detd/blvs/countyoffices> for list of Blind & Low Vision Service Offices by county.

CONTACT

Blind and Low Vision Services
111 N Last Chance Gulch, Suite 4C
PO Box 4210
Helena, MT 59604-4210

Voice/TTY: (406) 444-2590
Toll-free: 1 (877) 296-1197
Fax: (406) 444-3632
vrinfo@mt.gov

VOCATIONAL REHABILITATION

Vocational Rehabilitation provides services to assist individuals with visual disabilities or blindness find or maintain employment or function as a homemaker.

<https://dphhs.mt.gov/detd/blvs/blvs-vr>

BUSINESS ENTERPRISE PROGRAM

The Business Enterprise Program provides opportunities for blind individuals to achieve self-support through owning and operating a vending route or cafeteria on public property.

<https://dphhs.mt.gov/detd/blvs/businessenterpriseprogram>

OLDER BLIND

Older Blind provides services to older visually impaired or blind individuals so they can live more independently in their homes and communities.

<https://dphhs.mt.gov/detd/blvs/olderblindprogram>

COMMUNITY SERVICES FOR INDIVIDUALS WITH DISABILITIES

A wide range of community-based long-term care services are administered through the Community Services Bureau of the Senior & Long Term Care Division. They are designed to keep people

independent and living in their communities for as long as possible.

Many individuals in need of long-term care services choose to remain in their own homes or select other community options to meet their needs. The Community Services Bureau administers a number of Medicaid-funded options that enable people who are aged or disabled and have limited income and resources to remain in their homes, rather than receive services in a hospital or nursing facility.

BIG SKY WAIVER PROGRAM

The Big Sky Waiver Program allows people, who would otherwise be institutionalized, to live in their own home and community.

To be eligible for the Big Sky Waiver an individual must be financially eligible for Medicaid and meet the minimum level of care requirements for nursing facility placement. Individuals must have an unmet need that can only be resolved through the Big Sky Waiver Program services in order to qualify for the program. To receive services, funding or an appropriate “slot” must be available or the individual is placed on the waiting list.

Big Sky Waiver services available may include case management, homemaker, personal care, adult day care, respite, habilitation, transportation, environmental (home) modification, nursing services, and adult residential care provided in an assisted living facility or adult foster home.

CONTACT

Mountain Pacific Quality Health: 1 (800) 219-7035

Eligibility specialists at your County Office of Public Assistance can determine Medicaid eligibility.

COMMUNITY FIRST CHOICE/PERSONAL ASSISTANCE SERVICES

The Community First Choice and Personal Assistance Services (PAS) Programs are programs designed to provide long term supportive care in a home setting. These programs enable thousands of elderly and disabled citizens to remain in their homes. The type of care authorized is individually tailored in a person-centered manner and dependent upon their needs, living situation, and availability of caregivers.

Services available through the CFC/PAS Program include the activities of daily living: bathing, dressing, grooming, toileting, eating, medication assistance, ambulation and exercising, and medical escort is also available.

Eligibility requirements:

- Have a health condition that limits your ability to perform activities of daily living,
- Participate in the screening process; and
- Be eligible for Medicaid.

In order to qualify for the CFC program a consumer must also meet level of care.

For information on eligibility and member services go to:
<https://dphhs.mt.gov/MontanaHealthcarePrograms>

CONTACT

Program Manager: (406) 444-4564

<https://dphhs.mt.gov/SLTC/csb#147861266-community-first-choice-cfcpersonal-assistance-services-pas>

HOME HEALTH SERVICES

To be eligible for home health services, a beneficiary must meet the following criteria:

- Be Medicaid eligible; and
- Have a medical necessity for home health services to be delivered in the beneficiary's residence, on his or her physician's orders as part of a written plan of care which is reviewed and renewed every 60 days.

Home health services include:

- Nursing services that are provided on a part-time or intermittent basis by a home health agency;
- Physical therapy, occupational therapy, and speech pathology services provided by a home health agency or by a facility licensed by the State to provide medical rehabilitation services;
- Home health aide services, when aide services are not available through a Medicaid personal assistance program such as the Community First Choice Program; and
- Medical supplies, equipment and appliances.

CONTACT

Home Health Program Manager
1100 North Last Chance Gulch
PO Box 4210
Helena MT 59604-4210

(406) 444-6064

<https://dphhs.mt.gov/SLTC/csb#147861267-home-health>



Food and Nutrition

CHILD AND ADULT CARE FOOD PROGRAM

The Child and Adult Care Food Program (CACFP) is a federally funded program of the Food and Nutrition Services (FNS) of the United States Department of Agriculture (USDA). DPHHS administers the CACFP in Montana and ensures that program requirements are followed. The program plays a vital role in assuring the nutritional quality of meals and snacks served to eligible children and adults attending non-residential child or adult care programs and making care more affordable for many low-income families. A variety of different eligible programs qualify to participate in the CACFP.

The CACFP provides cash reimbursements for meals served to enrolled participants that meet Federal nutritional guidelines outlined in the CACFP meal pattern. Participating institutions may be approved to claim up to two reimbursable meals (breakfast, lunch, and supper) and one snack, or two snacks and one meal, for each eligible participant, each day.

In Montana, the program serves participants in all counties and on all Indian reservations.

CONTACT

Child and Adult Care Food Program
PO Box 4210
Helena, MT 59620-4210

Toll-Free: (888) 307-9333
Fax: (406) 444-2547
<https://dphhs.mt.gov/hcsd/ChildCare/CACFP>

COMMODITIES DISTRIBUTION PROGRAM

Through its Commodities Distribution Program, the Human & Community Services Division at DPHHS delivers nutritional foods to Montana's Indian reservations, food banks, emergency-feeding organizations, and senior centers. It also provides monthly food packages to low-income women, children, and seniors.

Eligibility:

- This USDA program provides food to seniors 60 years of age and over and WIC families with children age 5 to 6 years old.
- It provides a box of 30 pounds of food per month. Seniors must meet income requirements of 130% of federal poverty level eligibility guidelines (2019) – \$1,354 for one or \$1,832 for a couple.

CONTACT

Human & Community Services Division
1500 E Sixth Ave
PO Box 202956
Helena MT 59620-2925

(406) 444-1788
Fax: (406) 444-2547

NO KID HUNGRY MONTANA

Through a partnership with DPHHS, the Office of Governor Steve Bullock, and the national non-profit organization Share Our Strength, Montana No Kid Hungry is dedicated to putting an end to child hunger in the state by improving food access, nutrition, and tribal food sovereignty. Addressing root causes of hunger through Amplify Montana by empowering people with lived experience of hunger and poverty allows us to build solutions together.

Visit www.nokidhungry.org/montana/ for more information about available No Kid Hungry grants.

CONTACT

No Kid Hungry
PO Box 4210
Helena, MT 59620

Director: (406) 444-3518
Fax: (406) 444-2750
Program Director: (406) 444-3518

SCHOOL BREAKFAST PROGRAM

Breakfast after the Bell increases student participation in school breakfast from 30% to 70% because a meal is offered after all students are actually present at school, and it eliminates the stigma associated with eating breakfast in the cafeteria before classes begin. MT No Kid Hungry provides grants and assistance for schools to locally tailor a Breakfast After the Bell program to fit their unique needs; all school breakfast programs are operated through the MT Office of Public Instruction (OPI).

AFTERSCHOOL MEAL PROGRAM

Afterschool meals and snacks provide children with nutrition when they are at their hungriest - afterschool. Many kids rely on school meals and do not have a guarantee that a healthy dinner will be waiting for them at home each evening. MT No Kid Hungry provides grants and assistance to organizations opening a new Afterschool Meal Program or existing Afterschool Meal Programs expanding their participation.

SUMMER FOOD SERVICE PROGRAM

The Summer Food Service Program (operated through the OPI) has consistently struggled to meet the need of low-income children who rely on free and reduced-price school meals, serving only a modest fraction of these children during the months when school is out.

MT No Kid Hungry provides grants and assistance for schools and other organizations to launch mobile meal solutions that address transportation barriers, add activity programming to increase participation, assist with starting new summer meal sites (especially in the 14 counties that currently don't have a summer meal site), and help programs expand their number of operation days and/or add another meal or snack.

ADDITIONAL FOOD ACCESS RESOURCES

Montana No Kid Hungry supports and partners with a wide array of programs and organizations

working to get food to the families who need it most. From COVID food relief grants to school food pantry start-ups grants in Tribal schools to grants and support for Tribal food sovereignty projects.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

Who is eligible to participate in SNAP?

- People who live together and buy food and prepare meals together are grouped as a “household” for SNAP. Husbands and wives, and children under age 22 living with their natural, adoptive or stepparents must be considered as one household.
- Household members that wish to be included must be U.S. citizens or legal aliens.
- Household members that wish to be included must furnish or apply for a social security number.
- Income and resource guidelines listed in this overview must be met.
- Able-bodied household members who are age 16 through 59 must register for work and may be required to participate in a SNAP Employment and Training Program unless a specified exemption is met.

Where do households go to apply for SNAP benefits?

- Apply online at apply.mt.gov
- Call the Public Assistance Helpline at 1 (888) 706-1535
- Visit local Office of Public Assistance
- Email hhsspapplicationcustomersupport@mt.gov for a PDF application

CONTACT

Public Assistance Helpline: (888) 706-1535
hhsspapplicationcustomersupport@mt.gov
<https://dphhs.mt.gov/hcsd/SNAP>

FARMERS MARKETS

EBT debit cards can be used to buy fresh produce at participating Farmers Markets.

SNAP NUTRITION EDUCATION AND OBESITY PREVENTION PROGRAM (SNAP ED)

SNAP Nutrition Education and Obesity Prevention Program goals are to assist SNAP eligible participants in making healthy food choices within a limited budget, and adding more physical activity throughout their day consistent with the current Dietary Guidelines for Americans. Montana’s SNAP-Ed program is managed by a contract with Montana State University Extension.

Montana State University Extension provides SNAP-Ed classes to youth and adults. Youth classes are provided to 1st, 3rd, and 5th grades during the school year. Adult classes are taught in a series of eight classes. SNAP-Ed Adult participants may be single or a family; households must be eligible for SNAP benefits.

MSU Extension's SNAP-Ed "Buy Eat Live Better" website (<https://buyeatlivebetter.org/>) can help you with:

- Finding classes
- Practical tips and ideas for healthy eating
- Easy, healthy and budget stretching recipes
- Ideas for adding more physical activity into your busy day
- Planning meals to save time and money

For more information, you may also contact your local Office of Public Assistance (OPA) at 1-888-706-1535.

SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS & CHILDREN (WIC)

WIC is the Special Supplemental Nutrition Program for Women, Infants and Children, serving families with infants or children under age 5, pregnant women and post-partum/breastfeeding women with incomes under 185% poverty level or who qualify adjunctively with SNAP, Medicaid, TANF or free/reduced school lunch participation.

Families receive health screening, nutrition education, and breastfeeding support by trained staff, dietitians and lactation professionals, as well as healthy foods to supplement their diets and referrals based on their unique circumstances.

Typical referrals include:

- Healthcare providers
- Dentists
- Additional assistance with food (SNAP, food banks)
- Immunizations
- Home visiting programs
- Substance abuse treatment

Visit the DPHHS website for eligibility, nutrition education tools, breastfeeding support tools, program referrals, etc., at <https://dphhs.mt.gov/publichealth/WIC>.

For local clinic contact information, enter your location into www.signupwic.com.

CONTACT

Family & Community Health Bureau
Montana WIC Program (State Administrative Office)

PO Box 4210
Helena, MT 59620-4210

Program Specialist: (406) 444-2740
Toll-free: 1 (800) 433-4298
Fax: (406) 444-2750

MONTANA BREASTFEEDING LEARNING COLLABORATIVE CONFERENCE

The Montana Nutrition and Physical Activity Program (NAPA) partners with Women, Infants, and Children (WIC) to create, promote and sponsor the Montana Breastfeeding Collaborative, a professional development conference to educate healthcare professionals on best practices and approaches for supporting breastfeeding women in both medical facilities and community settings. Each year NAPA has provided diversity scholarships for individuals with American Indian tribal affiliation to attend.

CONTACT

Family & Community Health Bureau
WIC/Nutrition – MT Breastfeeding Collaborative
PO Box 4210
Helena, MT 59620-4210

Program Specialist: (406) 444-0909
Fax: (406) 444-2750

<https://www.mtbreastfeedingcoalition.com/>

MONTANA FARM DIRECT PROGRAM

The Farm Direct Program is a state-administered federal nutrition program that authorizes farmers to accept WIC Farmers Market Nutrition Program Benefits (FMNP) at farmers markets, farm locations, and/or roadside stands, in exchange for locally grown produce.

Participating in this program provides farmers with additional sales opportunities and promotes the production of locally grown fresh fruits and vegetables.

<https://dphhs.mt.gov/publichealth/wic/farmdirect>



Housing and Utilities

EMERGENCY SOLUTIONS GRANT PROGRAM

DPHHS administers the HUD Emergency Solutions Grant (ESG) program funds for the State of Montana. The intent of this program is to provide safe, decent and sanitary housing for homeless individuals, as well as connect those individuals with the supportive services they need to improve their situation and maintain permanent housing.

CONTACT

Human & Community Services Division
1500 E Sixth Ave
PO Box 202956
Helena MT 59620-2925

(406) 444-1788
Fax: (406) 444-2547
<https://dphhs.mt.gov/Portals/85/hcsd/documents/esgpolicymanual.pdf?ver=2019-05-31-113351-173>

HOUSING OPPORTUNITIES FOR PERSONS WITH AIDS (HOPWA)

DPHHS administers the Housing Opportunities for Persons with AIDS (HOPWA) program provides housing assistance for people living with HIV/AIDS. In some cases, HOPWA assistance will include chemical dependency treatment, mental health treatment, nutritional services, job training and placement assistance, and assistance with daily living.

CONTACT

Human & Community Services Division
1500 E Sixth Ave
PO Box 202956
Helena MT 59620-2925

(406) 444-1788
Fax: (406) 444-2547

LOW-INCOME ENERGY ASSISTANCE

The Low-Income Energy Assistance Program (LIEAP) pays part of winter energy bills for eligible people. Most utilities offer LIEAP recipients discounts on their bills.

The Low-Income Energy Assistance (LIEAP) application is available during the heating season, which is October 1 through April 30 of each year, by contacting local LIEAP eligibility office or tribal LIHEAP office serving your community at <https://dphhs.mt.gov/hcsd/energyassistance/lieapoffices>.

Eligibility for weatherization and fuel (energy) assistance is based on your income and resource limits. Both homeowners and renters may apply for these programs.

If your household receives benefits from the Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI) or the Temporary Assistance to Needy Families (TANF) program, you may qualify automatically for weatherization or fuel assistance.

CONTACT

Toll-free: 1 (833) 317-1080
<https://dphhs.mt.gov/hcsd/energyassistance>

WEATHERIZATION

The Weatherization Program helps participants to improve the heating efficiency of their homes and thus reduce their energy consumption. In certain circumstances, there is assistance available to help with furnace emergencies.

One may apply for weatherization assistance at any time during the year by contacting the energy assistance LIEAP eligibility office or tribal LIHEAP office serving your community.

Eligibility for weatherization and fuel (energy) assistance is based on your income and resource limits. Both homeowners and renters may apply for these programs.

If your household receives benefits from the Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI) or the Temporary Assistance to Needy Families (TANF) program, you may qualify automatically for weatherization or fuel assistance.

Households who qualify for LIEAP are also eligible for weatherization and Energy Education. Discounts on electric bills may be available. All approved LIEAP applications are ranked according to degree of need and placed in “priority groups.” Special priority is given to older adults and disabled individuals. If an individual’s application is approved but they are not in a priority group, and if they don’t receive assistance within a year of their application date, that individual should be encouraged to reapply.

CONTACT

Toll-free: 1 (833) 317-1080
<https://dphhs.mt.gov/hcsd/energyassistance>



Licensing

QUALITY ASSURANCE DIVISION (QAD)

Mission: Promote and protect the health, safety, and well-being of people in Montana by providing responsive, independent assessment and monitoring of human services, through respectful relationships.

Services:

- Certifying health care services
- Licensing health care and residential services
- Licensing child care
- Detecting and investigating abuse and fraud committed by recipients of Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance to Needy Families (TANF), Medicaid and Low Income Energy Assistance Program (LIEAP)
- Recovering recipient overpayment claims for TANF, Medicaid and SNAP
- Performing federally mandated quality-control reviews of the Medicaid and SNAP
- Reducing Medicaid costs by identifying others responsible for paying a beneficiary's medical expenses
- Paying for beneficiary's private health insurance when it is cost effective
- Conducting retrospective reviews of Medicaid provider claims
- Determining medical necessity for prior authorization of medical services and requests for durable medical equipment
- Maintaining a certified nurse aide registry
- Approving and monitoring nurse aide training programs
- Managing the marijuana program registry
- Certificate of Need program

CONTACT

PO Box 202953
2401 Colonial Drive
Helena, MT 59620-2953

(406) 444-2037
Fax: (406) 444-1742
<https://dphhs.mt.gov/qad>

CERTIFICATION BUREAU

CLINICAL LABORATORY IMPROVEMENT AMENDMENTS (CLIA)

Any facility performing laboratory testing in the state of Montana is subject to the federal regulations of the Clinical Laboratory Improvement Amendments (CLIA).

A laboratory is defined by CMS as a facility for the biological, microbiological, serological, chemical, immunohematological, hematological, biophysical, cytological, pathological, or other examination of materials derived from the human body for the purpose of providing information for the diagnosis, prevention, or treatment of any disease or impairment of, or the assessment of health of, human beings.

Facilities only collecting or preparing specimens (or both) or only serving as a mailing service and not performing testing are not considered laboratories.

CONTACT

PO Box 202953
2401 Colonial Drive 2nd Floor
Helena MT 59620-2953

(406) 444-2099
Fax: (406) 444-3456
MTSSAD@mt.gov

MONTANA NURSE AIDE REGISTRY

CMS has waived the requirements regarding minimum training and four-month employment maximums for nurses' aides. Facilities are still required to ensure that staff are trained and competent at performing assigned tasks. Those that complete this abridged program will not be certified as nurse aides and will not be added to the Montana CNA registry. It is the responsibility of the facility to ensure that these people are properly trained and tested after the public health emergency related to COVID-19 is over.

To aid facilities in assessing and documenting staff competency, a checklist developed by the American Health Care Association is attached. Additionally, there is a free 8-hour training course available to assist providers with training aides and assistants.

Effective April 1, 2019 Certified Nurse Aide renewals and new certificates will be valid for 2 years and certificates will expire the last day of the month.

CONTACT

2401 Colonial Drive, 2nd Floor
PO Box 202953
Helena MT 59620-2953

(406) 444-4980
Fax: (406) 444-3456
cna@mt.gov
<https://educate.ahcancal.org/products/temporary-nurse-aide>

CERTIFICATION AND LICENSURE COMPLAINT FORM

Before submitting a complaint, please attempt to resolve issues with the facility administrator or facility staff first. They cannot address a concern without knowing there is a concern in the first place. For assisted living facilities, long term care facilities (nursing homes), and swing beds residents, a local ombudsman may also be able to help with resolution of issues for these provider types only.

If you have tried these other avenues with no avail, a complaint can be filed. While anonymous complaints are accepted, having an email or telephone number may assist department staff in ensuring a thorough review of allegations. Regardless of complainants wishing to remain anonymous or not, at no time would department staff provide the name of the complainant to a facility. When submitted anonymously, results of the complaint review are not sent back to the complainant.

Complaint form: <https://dphhs.mt.gov/qad/certificationcomplaintform>

Ombudsman Contacts:

<https://dphhs.mt.gov/Portals/85/sltc/documents/Ombudsman/OmbudsmanList.pdf>

LIFE SAFETY CODE

The following certified providers will be reviewed for compliance with Life Safety Code (LSC) surveys on a continuous basis: Ambulatory Surgery Center (ASC), Hospitals (acute, critical access, long term acute care, psychiatric), End Stage Renal Disease (ESRD), Inpatient Hospice, and Long Term Care (LTC).

All health care facilities must be constructed, remodeled, and modified to include the applicable building codes. Any modifications, remodeling, or new construction must be approved by the State of Montana DPHHS Construction Consultant, Brian Nelson at 406-444-6794 or brian.nelson@mt.gov. Regulations and requirements for new construction, alteration, or addition to a healthcare facility can be found at Administrative Rules of Montana (ARM) 37-106-306 at <http://mtrules.org/>.

While construction is occurring, facilities must maintain the fire protection systems to ensure the safety of the residents/clients/patients of the facility. Please refer to the Provider Notice for Construction below. Please also check with State Building Permits & Codes and local building officials to ensure compliance with their requirements.

LONG TERM CARE FACILITIES

Skilled Nursing Facilities (SNFs) and Nursing Facilities (NFs) are required to be in compliance with the requirements at 42 CFR Part 483, Subpart B, to receive payment under the Medicare and Medicaid Programs. Currently, Montana utilizes the Standard Survey process for the completion of the surveys. The Standard Survey process consists of three components of investigation, which include: observation, interview and record review. These components provide the evidence of the facility's compliance or non-compliance.

CERTIFICATION BUREAU SURVEY RESULTS AND PLANS OF CORRECTION

The Certification Bureau is responsible for conducting surveys to ensure Montana facilities that accept Medicare and Medicaid payments meet federal regulations required by the Centers for Medicare and Medicaid Services (CMS).

This search shows survey results for most surveys conducted by the Certification Bureau. This site has the three most recent recertification surveys (health and life safety code) and any revisit or complaint surveys conducted during that time. If you wish to view a prior survey, please submit your request to mtssad@mt.gov.

Health Surveys observe quality of care, quality of life, safe and sanitary conditions, and patient/client/resident rights.

The Certification Bureau surveys the following facility types:

Hospitals, Nursing Homes, Ambulatory Surgical Centers, Rural Health Clinics, Home Health Agencies, Hospices, End Stage Renal Disease, Psychiatric Residential Treatment Facilities, Outpatient Physical Therapy Providers and Intermediate Care Facilities for Individuals with Intellectual Disabilities.

<https://dphhs.mt.gov/qad/poc>

LICENSURE BUREAU

Mission: Protect the safety and well-being of Montanans through the licensing of Montana child, youth and health care facilities under the authority of the laws and regulations of the State of Montana, such as Montana Code Annotated (M.C.A) and Administrative Rules of Montana (A.R.M).

CONTACT

PO Box 202953
2401 Colonial Drive, 2nd Floor
Helena MT 59620-2953

(406) 444-2099
Fax: (406) 444-1742

CHILD CARE LICENSING

The role of the Child Care Licensing Program is to regulate and monitor child care facilities. Additionally, the Program establishes guidelines for the health, safety and well-being of the children in these facilities. Surveys are conducted annually, and all complaints are investigated.

CONTACT

Early Childhood Services Bureau
Child Care Licensing
PO Box 4210
Helena MT 59620-4210

Licensing Technician: (406) 444-6587
Fax: (406) 444-1742
childcarelicensing@mt.gov

<https://dphhs.mt.gov/qad/Licensure/childcarelicensing>

HEALTH CARE FACILITY OR RESIDENTIAL CARE FACILITY LICENSURE APPLICATIONS

- Adult day care facilities
- Adult foster homes

- Assisted living facilities
- Child care agency
- Critical access hospitals
- End stage renal dialysis facilities
- Group homes for developmentally or physically disabled
- Home health agency
- Home infusion therapy agency
- Hospice
- Hospital
- Infirmary
- Inpatient chemical dependency treatment facility
- Intermediate care facility for the developmentally disabled
- Long term care facilities
- Mental health center
- Outdoor behavioral program
- Outpatient facility
- Private alternative adolescent residential or outdoor program
- Residential chemical dependency halfway houses
- Residential treatment facilities (PRTF)
- Retirement home
- Specialty mental health facility
- Therapeutic youth group home
- Youth group home
- Youth shelter care

CONTACT

Program Manager: (406) 444-1575
 License Permit Technician: (406) 444-2676

<https://dphhs.mt.gov/qad/Licensure/HealthCareFacilityLicensure>

CERTIFICATE OF NEED

Montana's Certificate Of Need (CON) program has existed since 1975. CON programs are utilized by 36 states to help maintain quality of care, control a portion of the health care costs of communities, and promote rational distribution of certain health care services.

CON requires that individuals or health care facilities seeking to initiate or expand services submit applications to the State. Approval must be obtained before initiating projects that require capital expenditures above certain dollar thresholds, introduce new services, or expand beds or services.

<https://dphhs.mt.gov/qad/Licensure/HealthCareFacilityLicensure/CertificateofNeed>

LONG-TERM CARE FACILITIES

Reports will be available online January 1st and submitted using ePass Montana.

PDF documents are available on the introduction page for each report to print the report and record data prior to starting the online report.

- Draft reports can be saved and completed later
- Review drafts and completed reports by selecting "Home" at the top of the page and the "View" option
- Facilities can save and print completed reports

STATE HEALTH CARE FACILITIES PLAN

The Montana Health Care Facilities Plan has been written to meet the requirements of the Montana Certificate of Need (CON) law. The plan provides projections of need and guidance in determining need for health care facilities and services covered by the CON law. The plan should be used as a guideline along with more recent data or additional information, when available, in the review of CON applications.

Included here are State Health Care Facilities Plan components on Home Health Planning Regions, Home Health services, Nursing Home services, Intermediate Care Facilities for Persons with Intellectual Disabilities, Ambulatory Surgical services, and Inpatient Chemical Dependency Treatment Facilities: <https://dphhs.mt.gov/qad/licensure/healthcarefacilitylicensure/certificateofneed>.

CONTACT

Certificate of Need Program
P.O. Box 202953
Helena, MT 59620-2953

(406) 444-9519
Fax: (406) 444-1742
consurvey@mt.gov

COMMUNITY RESIDENTIAL PROGRAM

APPLICATION PACKETS

- Youth care facility licensing
- Group homes for developmentally or physically disabled
- Adult foster homes
- Inpatient chemical dependency treatment facility
- Intermediate care facility for developmentally disabled
- Mental health center
- Outdoor behavioral program
- Residential chemical dependency halfway houses
- Residential treatment facilities
- Specialty mental health facility

CONTACT

Program Manager: (406) 563-4668

PROGRAM COMPLIANCE

The Program Compliance Bureau is part of the Quality Assurance Division of the Montana Department of Public Health and Human Services. It encompasses the following units:

- Program Integrity unit investigates allegations of intentional fraud of recipient eligibility in the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Medicaid and Low Income Energy Assistance Program (LIEAP).
- Quality Control unit conducts federally mandated random reviews of recipient eligibility in the SNAP and Medicaid programs. These reviews are conducted to provide information on the accuracy of eligibility determinations. The results of these reviews are used as a basis to reduce or eliminate the causes of incorrect payments made to recipients.
- Surveillance and Utilization Review unit is responsible for protecting the integrity of the Montana Medicaid Program from Provider fraud, waste and abuse.
- Third Party Liability unit manages estate recovery, Medicare buy-in, casualty recovery, Health Insurance Premium Payments (HIPP) and the collection of benefit over-issuance.

The Program Compliance Bureau also monitors Payment Error Rate Measurement (PERM) and Recovery Audit Contract (RAC).

- The Payment Error Rate Measurement (PERM) was developed by CMS to comply with rules

and guidance issued by the Federal Office of Management and Budget. PERM reviews payments for fee-for-service, managed care and eligibility for Medicaid and CHIP. PERM is administered by CMS.

- The Recovery Audit identifies and recovers improper Medicaid Provider payments.

CONTACT

Recipient Eligibility Fraud Hotline: 1 (800) 201-6308
or email Recipient Eligibility Fraud to: HHSQADIPVS@mt.gov

Recipient Abuse (Team Care) Fraud Hotline: 1 (800) 362-8312
Provider Fraud Hotline: 1 (800) 376-1115

MONTANA MEDICAID RECOVERY AUDIT CONTRACT

The Affordable Care Act (ACA) requires Medicaid agencies to contract with Recovery Audit Contractors (RACs) to identify and recover overpayments and underpayments made to Montana Medicaid Providers. States must develop processes for entities to appeal RAC determinations, and coordinate RAC efforts with other Federal and state law enforcement agencies.

Medicaid RACs collaborate with state agencies to ensure claims are appropriately paid. Montana and HMS work together to create audit scenarios outlining an audit process.

<https://dphhs.mt.gov/qad/PC/PCRAC>

SURVEILLANCE AND UTILIZATION REVIEW

The program that protects the integrity of Montana Medicaid from Provider fraud, waste and abuse is known as the Surveillance and Utilization Review (SURS). It identifies abnormal billing practices, sanctions those who have abused Medicaid, recovers overpayments, and assists in criminal investigations where appropriate.

Provider fraud is the criminal act of intentionally filing a false claim. Typically, the claim is for services that were not actually rendered. When there is reliable evidence of fraud, the provider is referred to the state's Medicaid Fraud Control Unit of the Attorney General's Office for criminal investigation.

Providers are selected for review based on credible information that points to an irregularity. The computer detection process screens all provider billing services to flag unusual practices. SURS may also receive referrals from other governmental entities and from the public.

When an analysis of a provider's records shows that program rules have been misinterpreted or violated, a sanction may be imposed. This may range from a warning letter to a criminal charge. No sanction is imposed without the provider receiving full appeal rights.

If you suspect fraud or abuse by an enrolled Medicaid provider, you may call the Program Compliance Bureau's Provider fraud hotline. You may report anonymously.

CONTACT

Recipient Eligibility Fraud Hotline: 1 (800) 201-6308

Recipient Abuse (Team Care) Fraud Hotline: 1 (800) 362-8312

Provider Fraud Hotline: 1 (800) 376-1115

THIRD-PARTY LIABILITY

DPHHS is required to take all reasonable measures to ascertain the legal liability of “third parties” for health care items and services provided to Medicaid beneficiaries. “Third parties” include but are not limited to: health insurance carriers, self-insured plans, pharmacy benefit managers and other parties that are legally responsible for payment of a claim for a health care item or service, such as workers’ compensation, auto insurance and liability insurance plans.

Third Party Liability (TPL) staff manages the following:

- **Casualty Recovery**
Medicaid recipients injured through the acts or omissions of another party can sue the other party for damages, even though Medicaid paid the medical bills associated with the injury. Section 53-2-612, MCA, grants DPHHS a lien on any third-party payment received by a Medicaid recipient to reimburse the recipient for injuries for which Medicaid has paid medical expenses.
- **Collection of Benefit Over-Issuance**
TPL staff seeks recovery of Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance to Needy Families (TANF) and Medicaid benefits improperly paid on an individual’s behalf.
- **Estate Recovery**
Federal regulations require the TPL program to recover Medicaid payments made on behalf of certain Medicaid recipients after the recipient’s death.
- **Health Insurance Premium Payment (HIPP)**
DPHHS may pay premiums of an individual or group health plan as long as it has determined that payment of the premiums is cost effective.
- **Medicare Buy-in**
DPHHS can use Medicaid funds to pay the premiums for Medicaid recipients participating in the Medicare program.

<https://dphhs.mt.gov/qad/PC/PCTPL>



Medical Care and Coverage

Find provider enrollment, resources by provider type, provider manuals, provider forms, training opportunities, and claim instructions on the Montana Healthcare Programs Provider Website:
<https://medicaidprovider.mt.gov/>

Portal to verify Medicaid eligibility:

<https://mtaccesstohealth.portal.conduent.com/mt/>

Database to find a Medicaid provider:

<https://mtaccesstohealth.portal.conduent.com/mt/general/providerLocator.do>

Information for Member that explains standard Medicaid coverage and benefits:

<https://dphhs.mt.gov/Portals/85/hrd/documents/MedicaidMemberGuide2020.pdf>

Medicaid Member Hotline: 1 (800) 362-8312

Information about Healthy Montana Kids (HMK) services and benefits:

<https://dphhs.mt.gov/Portals/85/hrd/documents/HMKMemberGuide9-14-18.pdf>

Or call BCBSMT at: 1 (855) 258-3489

Office of Public Assistance Member Eligibility Helpline: 1 (888) 706-1535

Provider Relations: 1 (800) 624-3958

BIG SKY RX PROGRAM

The Big Sky Rx program is a state-funded program designed to complement the Medicare Part D drug benefit by providing premium assistance to eligible Montanans.

Individuals must have family income at or below 200% of the federal poverty level (FPL) and be enrolled in Medicare Part D. The Big Sky Rx program pays the member's Part D premium each month up to the federal benchmark amount allowed.

MONTANA KIDS (HMK) CHIP

Healthy Montana Kids (HMK), Children's Health Insurance Plan is just one of many Montana Healthcare Programs offering a free or low-cost health insurance plan which provides coverage to eligible Montana children up to age 19.

Covered services include medical, dental, eyeglasses, and other related services. Medical benefits are administered through the Blue Cross Blue Shield (BCBS) of Montana Provider Network, except for Federally Qualified Health Centers, Rural Health Clinics, dental, pharmacy, eyeglasses, ambulance and Community Based Psychiatric Rehabilitation and Support Services which are administered by Montana Healthcare Programs.

Treatments and services must be medically necessary and the member must be enrolled at the time the service is delivered.

Locate your local Office of Public Assistance at <https://dphhs.mt.gov/hcsd/OfficeofPublicAssistance> or apply for healthcare coverage at apply.mt.gov.

CONTACT

Eligibility

Public Assistance Helpline: 1 (888) 706-1535

Medical Benefits

Blue Cross Blue Shield of Montana: 1 (855) 258-3489

Pharmacy, Dental and Eyeglass Benefits

Federally Qualified Health Centers, Rural Health Clinics, and Community Based Psychiatric Rehabilitation and Support Services

Montana Healthcare Programs, Member Helpline: 1 (800) 362-8312

MONTANA MEDICAID

Member Education

Resource information on elimination of co-payments, changes to benefits and co-payments, and view and sign up for newsletters at:

<https://dphhs.mt.gov/MontanaHealthcarePrograms/Welcome/MemberServices/MemberEducation>

CONTACT

Medicaid/HMK Plus Member Helpline: 1 (800) 362-8312
Monday through Friday, 8 am – 5 pm

<https://dphhs.mt.gov/MontanaHealthcareProgram>

MONTANA MEDICAID EARLY AND PERIODIC SCREENING, DIAGNOSIS, AND TREATMENT

EPSDT is the Early and Periodic Screening, Diagnosis and Treatment portion of Medicaid's comprehensive healthcare coverage for children. It is available for all children in Medicaid from birth through age 20. The EPSDT goal is to assure individual children get the health care they need when they need it – the right care to the right child at the right time in the right setting. At the core of EPSDT is the well child visit.

Visit DPHHS website for more information:

<https://dphhs.mt.gov/MontanaHealthcarePrograms/WellChild>

NURSE FIRST ADVICE LINE

The toll-free advice line is available 24 hours per day, 7 days per week, 365 days per year. This confidential nurse triage line is staffed by licensed registered nurses.

CONTACT

Nurse First Advice Line: 1 (800) 330-7847

<https://dphhs.mt.gov/MontanaHealthcarePrograms/NurseFirst>

MONTANA FAMILY PLANNING PROGRAM

The Montana Title X Family Planning Section at DPHHS provides comprehensive reproductive health services for adults and teens at clinics around the state. Our mission is to educate and empower individuals, families, and communities by providing accessible, quality reproductive and sexual health services.

Family planning services are available to all, regardless of ability to pay. All our clinics offer a sliding fee scale for individuals with limited income and those without insurance.

Why is family planning important?

- Promotes planned, healthy pregnancies
- Focuses on prevention of unintended pregnancies and sexually transmitted infections
- Provides high-quality, confidential access to services

Services provided by family planning clinics:

- Client centered birth control counseling and supplies
- Physical exams
- Pregnancy testing and counseling
- Breast, cervical and testicular cancer screenings
- Diagnosis and treatment of sexually transmitted infections (STIs)
- HIV counseling and referrals
- HIV Rapid and Blood Tests
- Health education
- Fertility counseling and treatment
- Referrals to preventive health, social services, nutrition services, immunizations, etc.
- Community outreach

CONTACT

Family & Community Health Bureau
Family Planning/Title X
PO Box 4210
Helena, MT 59620

Program Specialist: (406) 444-3775
Fax: (406) 444-2750
<https://dphhs.mt.gov/publichealth/familyplanning>

Stay connected. Join our mailing list:
https://public.govdelivery.com/accounts/MTDPHHS/subscriber/new?topic_id=MTDPHHS_44

Find a clinic near you at <https://opa-fpclinicdb.hhs.gov/>.



Mental Health Services

ADDICTIVE AND MENTAL DISORDERS DIVISION

The Addictive and Mental Disorders Division (AMDD) manages program and payment for publicly funded behavioral health services, which include adult mental health and adult and youth substance use disorder (SUD) prevention and treatment programs. These programs include the three facilities that serve individuals in need of more serious care: Montana State Hospital in Warm Springs, Mental Health Nursing Care Center in Lewistown, and Montana Chemical Dependency Center in Butte.

AMDD also contracts with behavioral health providers and agencies statewide to provide community-based and inpatient services, primarily through Medicaid. Services range from prevention and early intervention services to inpatient, residential, home- and community-based, and recovery support services.

NAMI Montana County Mental Illness Resource Guides:
<http://www.namimt.org/county-resource-guides.html>

CONTACT

100 North Park, Suite 300
PO Box 202905
Helena, MT 59620-2905

(406) 444-3964
Fax: (406) 444-7391
hhsamdemail@mt.gov
<https://dphhs.mt.gov/amdd/>

MENTAL HEALTH AND SUBSTANCE USE PREVENTION, TREATMENT, AND RECOVERY

The Mental Health Services Bureau is responsible for the development and oversight of the state's system for delivering and reimbursing publicly funded Adult Mental Health Services. The Bureau ensures availability and efficient delivery of appropriate and effective services; provides extensive monitoring of program implementation and operation; and analyzes and reports on program operations, costs and outcomes.

PROMOTION AND PREVENTION SERVICES

Mental illness and substance abuse affect tens of thousands of Montanans and has a huge impact on the public's health. Both are associated with a wide range of health and social problems. Effective prevention strategies are critical to develop skills to strengthen healthy behaviors and may prevent substance use or delay SUD. There is strong scientific evidence supporting effective prevention programs. If used correctly, over time, prevention will reduce the number of Montanans needing crisis care.

Prevention and early intervention programs in Montana supported by AMDD include the following programs:

- **Community-Based Emotional Resilience Programs**
Community-based early intervention services are intended to reduce or improve more chronic illnesses. An example of an evidence-based early intervention program is the Early

Psychosis Intervention Clinic, operated in Livingston by Billings Clinic. This program, led by AMDD, uses an evidence-based practice that was determined to be so successful by the National Institutes of Mental Health that it has been implemented to some degree nationwide.

- **Community-Based Substance Misuse and Abuse Prevention**
Community-based prevention includes universal strategies that helps all parents raise children who are less likely to misuse substances as well as targeted interventions to help at-risk populations. Community-based prevention promotes public health. Examples of these programs supported are Parenting Montana, county-based prevention specialists, and the Montana Prevention Needs Assessment.
- **Drop-in Centers**
Drop-in Centers are a best practice intervention strategy to ensure a safe place for individuals that fits their personal needs or preferences and are voluntary. This early intervention engages individuals in socialization, crisis mitigation, and overall quality of life improvement. There are currently seven peer-operated Drop-In Center providers in Montana.
- **Projects for Assistance in Transition from Homelessness (PATH)**
PATH helps to provide secure, safe and stable housing to individuals with serious mental illness and who are homeless or at risk of homelessness. Through such services as housing services, job training, education services, SUD services, referral to support services, and case management, PATH links a vulnerable population to supportive services that helps improve individual and population health.
- **Screening, Brief Intervention, and Referral to Treatment (SBIRT)**
Medicaid covers this primary-care based, evidence-based early intervention service that identifies risky substance use behaviors and uses motivational interviewing to change behaviors to prevent more severe SUDs and negative health impacts.

SPOTLIGHT ON PREVENTION PROGRAMS

To meet our vision, which is to keep substance abuse and misuse from starting in the first place, we have been able to increase our investment in prevention programs. Medicaid Expansion has provided a path to place more resources on the front end of the continuum. AMDD now provides 28 counties and seven tribes with community-based prevention services, along with Alcohol Compliance and Alcohol Reward and Remind efforts and the Montana Prevention Needs Assessment.

The State of Montana received a two-year grant from the Montana Healthcare Association to implement Communities That Care (CTC) throughout Montana in 2018. Currently, 12 sites are using or plan on using the CTC framework to initiate community-wide youth-development and prevention planning efforts. The CTC sites include the following communities: Bozeman, Browning, Butte, Deer Lodge, Dillon, Eureka, Glasgow, Libby, Madison County, Poplar, Rocky Boy, and Troy.

We also debuted Parenting Montana, which is a data-informed statewide strategy that strengthens social and emotional skills of parents and their children, contributing to healthy, successful lives and reductions in risky behaviors like underage drinking.

- **Communities that Care**
This project's vision is to engage in a five-phase community change process that helps reduce levels of youth behavioral health problems before they escalate; a path to get away from the cycle of reaction. The goal is to get communities, through an evidence-based collaborative action model, to identify needs and implement effective strategies that address those needs. Community trainings were initiated in 2019.

- **Parenting Montana**

The vision for Parenting Montana is to cultivate an environment where our children may grow by building a good foundation early in life. This prevention program braids together the supports grounded in evidence-based practices to help kids and families thrive, with the specific goals to: cultivate a positive, healthy culture among Montana parents with an emphasis on curbing underage drinking; provide resources to engage parents or those in a parenting role; and provide tools for everyday parenting challenges from the elementary to post high school years.

By starting early, both parents and children learn how to grow skills such as self-awareness, self-management, responsible decision-making, relationship skills, and social awareness. Parents can use these same approaches with their children as they mature. Developing social and emotional skills protects children from negative outcomes associated with adverse childhood experiences (ACEs) and bolsters resilience.

<https://parentingmontana.org>

TREATMENT AND RECOVERY SERVICES

One in 10 Montana adults (nearly 84,000) report frequent mental distress with 14 or more days of poor mental or emotional health in the past month, and nearly 64,000 Montanans struggle with a substance use disorder (SUD).

Access to timely and effective mental health and SUD treatment to identify, treat, and manage behavioral health disorders is essential. The number of individuals able to access SUD treatment funded by Medicaid has grown rapidly since the passage of Medicaid Expansion through the HELP Act. Medicaid, Medicaid Expansion, and other innovative programs being implemented in Montana are significantly expanding access to treatment. These programs include:

- **Medicaid-Funded Community-Based Treatment Services**

Treatment services are provided to the individual in his or her own community and range from outpatient therapy to the intensive Program of Assertive Community Treatment (PACT). Services include: psychiatry and medication management, illness management and recovery (IMR), SUD and mental health treatment homes, individual and group therapy, and psychiatric rehabilitation and support. These services are the largest component of services provided by AMDD, both by number of programs and by number of individuals receiving services. The majority of services are covered by Medicaid and Medicaid Expansion.

- **Recovery Support Services**

These services are provided to adults with serious mental illness and children with serious emotional disturbances. Recovery support services include supported employment and peer support services.

- **Crisis Intervention Services**

These programs provide an alternative to placement at Montana State Hospital for short-term crisis intervention, emergency detention, and court ordered detention. These services include the 72-hour program for presumptive eligibility, county matching grants for crisis intervention and jail diversion, and secure crisis beds.

- **Targeted Case Management**

Targeted case management (TCM) is provided to adults with a severe and disabling mental illness (SDMI) and both adults and youth with SUD. The services include assessment, determination of need, development and periodic revision of a specific care plan, referral and related activities, and monitoring and follow-up activities. Services are available statewide.

SPOTLIGHT ON MEDICAID TREATMENT PROGRAMS

The Home and Community Based Services (HCBS) Waiver for SDMI

The HCBS Severe Disabling Mental Illness (SDMI) waiver is a Medicaid-funded mental health recovery program providing specialized services for up to 357 unduplicated members a year. The waiver is in addition to Medicaid State Plan services. These services are provided to keep members out of a higher level of care such as the Montana State Hospital, nursing homes, emergency rooms, and avoidable hospitalizations.

Since fall of 2018, SDMI waiver services are provided statewide under new contracts with two case management providers. Waiver services are important because they allow an individual to remain in the community with intensive case management and other supports. As the figure shows, during the past two biennia, AMDD has increased the number of Medicaid members using the SDMI waiver, thus giving more members with SDMI the opportunity to remain independent and out of higher levels of care.

<https://dphhs.mt.gov/amdd/mentalhealthservices>

CONTACT

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(406) 444-3964
Fax: (406) 444-7391
hhsamdemail@mt.gov
<https://dphhs.mt.gov/amdd/>

Montana State Hospital
PO Box 300
Warm Springs MT 59756

(406) 693-7000
Administration Fax: (406) 693-7069
Health Information Fax: (406) 693-7160
TTY: (406) 693-7213
MSH@mt.gov

CHILDREN'S MENTAL HEALTH SERVICES

CHILDREN'S MENTAL HEALTH BUREAU

Frequently accessed services are listed below. For a description of all available Medicaid children's mental health services please visit <https://dphhs.mt.gov/dsd/cmb/childrensmentalhealthservices>.

Find current and proposed provider manuals for Children's Mental Health Bureau as adopted in Administrative Rule. Provider manuals contain Severe Emotional Disturbance (SED) Criteria, prior authorization requirements and process, appeal rights and process, and other information here: <https://dphhs.mt.gov/dsd/CMB>

Children's Mental Health Bureau Provider Manuals: <https://dphhs.mt.gov/dsd/CMB/Manuals>

CONTACT

Children's Mental Health Bureau: (406) 444-4545

Regional Resource Specialist: (406) 329-1330

Serves: Beaverhead, Carter, Custer, Daniels, Dawson, Deer Lodge, Fallon, Flathead, Garfield, Granite, Lake, Lincoln, McCone, Mineral, Missoula, Powder River, Powell, Prairie, Ravalli, Richland, Sanders, Sheridan, Treasure, Valley, Yellowstone, Wibaux

Regional Resource Specialist: (406) 444-2958

Serves: Big Horn, Blaine, Broadwater, Carbon, Cascade, Chouteau, Fergus, Gallatin, Glacier, Golden Valley, Hill, Jefferson, Judith Basin, Lewis and Clark, Liberty, Madison, Meagher, Musselshell, Park, Petroleum, Phillips, Pondera, Roosevelt, Rosebud, Silver Bow, Stillwater, Sweet Grass, Teton, Toole, Wheatland

Crisis Text Line: A free, 24/7 text line for people in crisis. Text "MT" to 741 741.

National Suicide Prevention Lifeline: 1-800-273-TALK (8255)

COMMUNITY-BASED PSYCHIATRIC REHABILITATION AND SUPPORT

Community Based Psychiatric Rehabilitation and Support (CBPRS) services are adaptive skill building and integration services provided in person for a youth in home, school or community settings in order to help the youth maintain his participation in those settings. The focus of the services is to improve or restore the youth's functioning in identified areas of impairment to prevent or minimize the need for more restrictive levels of care.

COMPREHENSIVE SCHOOL AND COMMUNITY TREATMENT

Comprehensive School and Community Treatment is a comprehensive planned course of community mental health outpatient treatment that includes therapeutic interventions and supportive services provided in a public school-based environment in office and treatment space provided by the school. Services are focused on improving the youth's functional level by facilitating the development of skills related to exhibiting appropriate behaviors in the school and community settings.

OUTPATIENT THERAPY SERVICES

Outpatient Therapy services include individual, family, and group therapy in which psychotherapy and related services by a licensed mental health professional acting within the scope of the professional's license or a mental health center in-training mental health professional.

PSYCHIATRIC AND MEDICATION MONITORING SERVICES

Psychiatric Services and Medication Monitoring services typically include the prescription of psychoactive medications by a physician (e.g., psychiatrist) that are designed to alleviate symptoms

and promote psychological growth. Treatment includes periodic assessment and monitoring of the child's reaction(s) to the drugs(s).

PSYCHIATRIC RESIDENTIAL TREATMENT FACILITIES

Psychiatric Residential Treatment Facilities (PRTF) provides interventions directed at addressing and reducing the specific impairments that led to the admission and at providing a degree of stabilization that permits safe return to the home environment and/or community-based services. A PRTF is a secure residential facility that typically serves 10 or more children and youth and provides 24-hour staff and psychiatrist supervision, and may include individual therapy, group therapy, family therapy, behavior modification, skills development, education, and recreational service.

TARGETED CASE MANAGEMENT

Targeted Case Management (TCM) services are furnished to assist youth and families in gaining access to needed medical, social, educational, and other services. Case management services include assessment, determination of need, development and periodic revision of a specific care plan, referral and related activities, and monitoring and follow-up activities.

THERAPEUTIC GROUP HOME

Therapeutic Group Home (TGH) is a community-based treatment alternative provided in a structured group home environment. TGH is appropriate for youth requiring specific therapeutic treatment services and social supports which require higher intensity of specific therapeutic services and social supports than are available through traditional outpatient services and exceed the capabilities of support systems for the youth.

SUBSTANCE USE DISORDER SERVICES

The Prevention Bureau is responsible for the development and oversight of the state's system for delivering and reimbursing publicly funded Substance Use Disorder Services and Resources. The Bureau ensures availability and efficient delivery of appropriate and effective services, provides extensive monitoring of program implementation and operation, and analyzes and reports on program operations, costs and outcomes.

<https://dphhs.mt.gov/amdd/substanceabuse>

MONTANA CHEMICAL DEPENDENCY CENTER

MCDC provides intensive in-patient treatment that cares for the disease of addiction including withdrawal management for substance use disorders and treatment for co-occurring mental health disease.

MCDC provides the highest level or most intense level of treatment for addictions in the health care continuum funded by the state of Montana.

MCDC engages with all community partners who provide and support addiction and recovery services to continue the life-long journey of recovery.

Interdisciplinary teams composed of physicians, nurses, treatment technicians, addiction counselors, mental health therapists, care managers, and administrative staff.

MCDC has 16 treatment beds for men, 16 treatment beds for women and 16 beds for withdrawal management.

MCDC Follows ASAM (American Society of Addiction Medicine Guidelines) for a 3.5 and 3.7 level of treatment.

*MCDC Does not take Walk-in patients. All patients are referred from an outside provider who is a Licensed Addictions Counselor (LAC) and must go through the application process.

CONTACT

Montana Chemical Dependency Center
525 E. Mercury
Butte MT 59701

(406) 496-5400
Fax, Admissions: (406) 496-5437
Fax, Medical Records: (406) 496-5431

TREATMENT PROVIDER INFORMATION

Residential Treatment provides care for individuals struggling with a substance use disorder. These facilities are located throughout Montana and are owned and operated by multiple state approved treatment programs.

The “Recovery Homes” serve either adult men or women who need a structured, safe, and drug-free living environment. All homes promote life-long recovery skills, work skills for gainful employment, and assist residents to transition back to independent living in the community as a recovering individual.

The Non-Hospital Inpatient Residential Facilities provide 24-hour Medically/Clinically Monitored Intensive Inpatient ASAM (American Society of Addiction Medicine) 3.5 and & 3.7 care. All facilities focus on withdrawal management, medical stabilization, and a highly structured environment to assist in the development of recovery skills.

The application process:

Fill out the forms completely and fax or mail to appropriate address for specific facility. The selected facility will contact either the referral source or individual seeking treatment to set up a screening interview. Depending upon the need of the referral, the screening interview will be either in person or by telephone. If the referral and facility approve your application, an admission an admission date will be set.

For treatment facilities please refer to the SAMHSA Locator found here:
<https://findtreatment.samhsa.gov/locator>

SUICIDE PREVENTION

Depression is treatable — suicide is preventable.

If you are in crisis and want help, call the Montana Suicide Prevention Lifeline, 24/7, at 1-800-273-TALK (1-800-273-8255) or text “MT” to 741 741.

Please feel free to download any of the programs or resources available at
<https://dphhs.mt.gov/suicideprevention>:

- After an Attempt

- Suicide Mortality Review Team
- Resources for Schools
- Suicide Prevention Resources for LGBT Youth
- Tools for Primary Care
- Resources for College Students
- Facts and Data
- Suicide Prevention Resources for American Indians
- Suicide Prevention Resources for Veterans
- Suicide Prevention Resources for Survivors
- Suicide Prevention Resources for Communities

If you have any questions or want additional information, please contact:

Karl Rosston, LCSW
 Suicide Prevention Coordinator, Montana DPHHS
 (406) 444-3349
krosston@mt.gov

AFTER AN ATTEMPT

- **A Guide for Taking Care of Your Family Member After Treatment in the Emergency Department**
<https://store.samhsa.gov/sites/default/files/d7/priv/sma18-4357eng.pdf>
- **A Guide for Taking Care of Yourself After Your Treatment in the Emergency Department**
<https://store.samhsa.gov/sites/default/files/d7/priv/sma18-4355eng.pdf>
- **A Guide for Medical Providers in the Emergency Department Taking Care of Suicide Attempt Survivors**
<https://store.samhsa.gov/sites/default/files/d7/priv/sma18-4359.pdf>
- **Handbook for Recovery After a Suicide Attempt**
<https://store.samhsa.gov/sites/default/files/d7/priv/sma15-4419.pdf>

RESOURCES FOR SCHOOLS

- **Bullying and Suicide Prevention - SAMHSA Webinar**
<http://www.sprc.org/system/files/private/event-training/BullyingSuicidePrevention.pdf>
- **Suicide & Bullying**
https://www.sprc.org/sites/default/files/migrate/library/Suicide_Bullying_Issue_Brief.pdf
- **Preventing Suicide: A Toolkit for High Schools**
<https://store.samhsa.gov/product/Preventing-Suicide-A-Toolkit-for-High-Schools/SMA12-4669>

- **Social Programs that Work - Good Behavior Game**
<https://evidencebasedprograms.org/programs/first-grade-classroom-prevention-program/>
- **SOS - Signs of Suicide School-based Program**
<https://www.mindwise.org/suicide-prevention/>
- **After a Suicide Toolkit for Schools**
<http://www.sprc.org/sites/default/files/resource-program/AfteraSuicideToolkitforSchools.pdf>
- **Crisis Action School Toolkit on Suicide (CAST-S)**
<https://dphhs.mt.gov/Portals/85/suicideprevention/CAST-S2017.pdf>

SUICIDE PREVENTION RESOURCES FOR AMERICAN INDIANS

- **Montana Native Youth Suicide Strategic Plan**
<https://dphhs.mt.gov/Portals/85/suicideprevention/MontanaNativeYouthSuicideStrategicPlan.pdf>
- **Preventing Suicide by American Indians**
<https://store.samhsa.gov/product/To-Live-To-See-the-Great-Day-That-Dawns-Preventing-Suicide-by-American-Indian-and-Alaska-Native-Youth-and-Young-Adults/SMA10-4480>
- **Preventing and Responding to Suicide Clusters in American Indian and Alaska Native Communities**
<https://store.samhsa.gov/product/Preventing-Suicide-A-Toolkit-for-High-Schools/SMA12-4669>

SUICIDE PREVENTION RESOURCES FOR COMMUNITIES

- **Media Guidelines for the Reporting of Suicide**
<https://www.sprc.org/printpdf/4906>
- **Montana Strategic Suicide Prevention Plan 2019**
<https://dphhs.mt.gov/Portals/85/suicideprevention/StateSuicidePlan2019.pdf>
- **Preventing Suicide: A Technical Package of Policy, Programs, and Practices (CDC)**
<https://www.cdc.gov/violenceprevention/pdf/suicideTechnicalPackage.pdf>
- **Preventing Suicide among Men in the Middle Years**
http://www.sprc.org/sites/default/files/resource-program/SPRC_MiMYReportFinal_0.pdf
- **SAMHSA Suicide Prevention Toolkit for Senior Living Communities**
<https://store.samhsa.gov/product/Promoting-Emotional-Health-and-Preventing-Suicide/SMA15-4416>
- **Skills and Support for Coping with Suicidal Thoughts**
<https://www.nowmattersnow.org/about>
- **Study of Jail Suicides: 20 Years Later**
<https://nicic.gov/national-study-jail-suicide-20-years-later>
- **Suicide in Montana Handout**
<https://dphhs.mt.gov/Portals/85/suicideprevention/SuicideinMontana.pdf>
- **Means Reduction and Suicide**
<https://www.hsph.harvard.edu/means-matter/>

- **Warning Signs of Suicide**
<https://dphhs.mt.gov/Portals/85/suicideprevention/WarningSignsofSuicide.pdf>
- **Youth Suicide Prevention Video**
<https://www.youtube.com/watch?v=3BByqa7bhto&feature=youtu.be>
- **Guidelines for Community Response after a Suicide**
<https://www.sprc.org/sites/default/files/migrate/library/RespondingAfterSuicideNationalGuidelines.pdf>

SUICIDE PREVENTION RESOURCES FOR SURVIVORS

- **Suicide Survivor Handbook**
https://suicidology.org/wp-content/uploads/2019/07/SOS_handbook.pdf
- **Talking to Children About Suicide**
<https://dphhs.mt.gov/Portals/85/suicideprevention/TalkingtoChildrenAboutSuicide2014.pdf>

TOOLS FOR PRIMARY CARE

- **Basic scoring guide for Clinicians**
<https://dphhs.mt.gov/Portals/85/suicideprevention/BasicScoringGuideForClinicians.pdf>
- **PHQ - Questions**
<https://dphhs.mt.gov/Portals/85/suicideprevention/PHQQuestions.pdf>
- **SAFETY Plan Template**
<https://dphhs.mt.gov/Portals/85/suicideprevention/SampleSafetyPlan.pdf>
- **Safety Planning Guide**
<http://www.sprc.org/sites/default/files/SafetyPlanningGuide%20Quick%20Guide%20for%20Clinicians.pdf>
- **Safe-T Protocol with C-SSRS**
<https://dphhs.mt.gov/Portals/85/suicideprevention/SAFE-TProtocolwC-SSRS.pdf>
- **Suicide Prevention Toolkit for Rural Primary Care Providers**
<http://www.sprc.org/settings/primary-care/toolkit>
- **Zero Suicide**
<https://dphhs.mt.gov/Portals/85/suicideprevention/ZeroSuicide.pdf>
- **Handling a Suicidal Caller**
<https://dphhs.mt.gov/Portals/85/suicideprevention/HandlingSuicidalCaller.pdf>
- **Emergency Departments: Caring for Adult Patients with Suicide Risk**
https://www.sprc.org/sites/default/files/EDGuide_full.pdf
- **Means Reduction and Suicide**
<https://www.hsph.harvard.edu/means-matter/>
- **Addressing Suicidal Thoughts and Behaviors in Substance Abuse Treatment (SAMHSA)**
https://www.ncbi.nlm.nih.gov/books/NBK64022/pdf/Bookshelf_NBK64022.pdf

Miscellaneous

COMMUNITY SERVICES BLOCK GRANT (CSBG)

The Community Services Block Grant (CSBG) provides federal funds to states, territories and tribes for distribution to local agencies to support a wide range of community-based activities to reduce poverty.

The Governor of the state of Montana authorizes DPHHS to administer the CSBG program. The Intergovernmental Human Services Bureau (IHSB), of the Human and Community Services Division (HCSD) of DPHHS, contracts with the ten (10) Human Resource Development Councils in Montana to provide CSBG services.

Visit the Community Services Block Grant Policy manual for more information:
<https://dphhs.mt.gov/hcsd/csbgmanual>

CONTACT

111 N Jackson Street
(Administration located on the fifth floor of the Arcade Building)
PO Box 202925
Helena MT 59620-2925

(406) 444-1788

MONTANA STATE LOAN REPAYMENT PROGRAM (SLRP)

The Montana State Loan Repayment Program (SLRP) provides loan repayment assistance to healthcare professionals who provide outpatient healthcare services in designated Health Professional Shortage Areas (HPSA) at an approved National Health Service Corps (NHSC) site.

ELIGIBLE HEALTHCARE PROVIDERS: US Citizen (US born or National)

- Physician in the field of:
Family Medicine, Internal Medicine, OB/GYN, Pediatrics, or Psychiatry
- Registered Nurse
- Dentist
- Dental Hygienist
- Pharmacist
- Advanced Practice Provider:
Physician Assistant, Nurse Practitioner, or Certified Nurse Midwife
- Behavioral/Mental Health Provider:
Clinical Psychologist, Psychiatric Nurse Specialist, Clinical Social Worker, Licensed Professional Counselor, Marriage and Family Therapist, or Psychiatrist

- **WHAT IS THE SERVICE COMMITMENT?**

There is a minimum 2-year service commitment.

- **IS THERE TAX LIABILITY?**

Repayment awards are tax exempt.

- **HOW DO I APPLY?**

Applications open annually in the fall of each year and are posted at:

<http://dphhs.mt.gov/publichealth/primarycare/SLRP.aspx>

CONTACT

Brandy Kincheloe, Primary Care Office Specialist

(406) 444-3934

E-mail: bkincheloe@mt.gov

dphhs.mt.gov/publichealth/primarycare



Public Health and Safety

PHSD houses the core organizational components of public health, which include chronic and communicable disease prevention and control programs, public health emergency preparedness programs, maternal adolescent and child health programs, emergency medical services, trauma and injury prevention programs, clinical public health and environmental laboratories, the Office of Public Health System Improvement, the Office of Vital Statistics, and the Office of Epidemiology and Scientific Support.

- **Communicable Disease Control**
The bureau includes five sections: Immunization, Sexually Transmitted Diseases/HIV, Food and Consumer Safety, Communicable Disease Epidemiology, and Public Health Emergency Preparedness.
- **Laboratory Services**
- **Chronic Disease Prevention and Health Promotion (CDPHPB)**
- **Public Health System Improvement (PHSIO)**
PHSIO supports PHSD and local and tribal public health departments to improve public health system capacity through planning, workforce development and training, and technical assistance and support to local and tribal health departments to gain national public health accreditation.
- **Epidemiology and Scientific Support (OESS)**
OESS maintains and updates the state health assessment and provides epidemiology technical support to PHSD programs and other divisions across the DPHHS, local and tribal health departments, and other organizations.
- **Financial Operations and Support Services (FOSSB)**
The Office of Vital Records (OVR) maintains vital event registration and reporting for all Montana counties. OVR collects information on individuals regarding birth, death, fetal death, adoption, marriage, marital termination, paternity and provides access to birth and death records for individuals to obtain certified copies statewide.



CONTACT

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1400 Broadway B201
PO Box 202951
Helena MT 59620-2951

(406) 444-4141
Fax: (406) 444 6943
HHSPHSDBuildingHealthySystems@mt.gov
Public Health and Safety Division Program and Staff Directory:
<https://health.hhs.mt.gov/phd/>
Follow us on Facebook: <https://www.facebook.com/HEALTH406/>

CHRONIC DISEASE AND HEALTH PROMOTION SERVICES

Visit the DPHHS website for the updated Community Health Program Guide:
<https://dphhs.mt.gov/publichealth/chronicdisease>

CONTACT

1 (844) MTHLT4U

1 (844) 684-5848

ChronicDiseasePrevention@mt.gov

Follow us on Facebook: <https://www.facebook.com/HEALTH406>

MONTANA ARTHRITIS PROGRAM

- **ARTHRITIS FOUNDATION EXERCISE PROGRAM**

The Arthritis Foundation Exercise Program is an eight-week gentle, joint-safe exercise program for adults with arthritis to reduce joint pain and stiffness and increase mobility. Trained instructors cover a variety of range of motion exercises, endurance-building activities, relaxation techniques, and health education topics.

- **MONTANA LIVING LIFE WELL**

Montana Living Life Well, also known as the Stanford Chronic Disease Self-Management Program (CDSMP) is a workshop designed to help individuals living with chronic condition(s) to manage and improve their day-to-day health through new tools and skills to learn how to manage any chronic health condition. Montana Living Life Well is an interactive workshop that focuses on challenges that are common to individuals dealing with any chronic condition and how to overcome them. Family members and caregivers are encouraged to attend.

- **WALK WITH EASE**

The Walk with Ease program is a six-week walking program for anyone who wants to start or maintain a low-impact exercise program.

<https://dphhs.mt.gov/publichealth/arthritis>

MONTANA ASTHMA CONTROL PROGRAM

- **ASTHMA EDUCATION**

Participating in this free program will allow patients to interact directly, one-on-one, with certified asthma educators who are specially trained in delivering asthma self-management education. Program length is one hour with opportunities for follow-up sessions.

To find a certified asthma educator in Montana: <https://www.naecb.com/fnd-certifcant.php>

School Health Mini-Grants are also available to reservation schools to help schools provide asthma, diabetes, and first aid/CPR education to staff and/or students. Grants can also be used to raise awareness about asthma and diabetes or link students with asthma to the Asthma Home Visiting Program.

- **MONTANA ASHTMA HOME VISITING PROGRAM**

The Montana Asthma Home Visiting Program (MAP) trains public health nurses to empower

individuals with uncontrolled asthma and their families with the knowledge and tools they need to manage the disease. The home visiting nurse provides specific information and support with six visits over 12 months.

<https://www.dphhs.mt.gov/asthma>

BREAST AND CERVICAL CANCER

- **BREAST AND CERVICAL CANCER SCREENING**

By working with all of Montana's tribes, reservations and Urban Indian Centers, the Montana Cancer Control Program (MCCP) provides free breast and cervical cancer screenings to American Indian women, with additional patient navigation and diagnostic test coverage as needed.

The MCCP connects women to other free or low-cost chronic disease prevention and health promotion services available locally and provides culturally appropriate screening information to all providers in the state, regardless of whether there is a reservation or urban center in the community.

Eligibility is open to women who are un- or under-insured and meet age and income guidelines:

- Women age 21-64 or
- Meet other age criteria

Patients need to be screened by an enrolled Montana Cancer Control Program (MCCP) Provider. To become an enrolled MCCP Provider, contact Montana Medical Billing at 1-888-227-7065.

Visit these websites for more information:

www.cancer.mt.gov

www.mtcancercoalition.org

CONTACT

1 (888) 803-9343

- **MONTANA AMERICAN INDIAN WOMEN'S HEALTH COALITION**

The Montana American Indian Women's Health Coalition (MAIWHC) brings together American Indian women representing Tribal and Urban Communities, Tribal Health Systems, and Urban Health Programs.

MAIWHC is a grassroots coalition that was formed to assist the Montana Cancer Control Programs (MCCP) in recruitment and screening of American Indian women for breast and cervical cancer and has evolved into a coalition that addresses issues along the cancer continuum.

MAIWHC meets annually and addresses crucial strategies for cancer prevention, early detection, and survivorship through the identification and implementation of priority objectives outlined in their five-year strategic plan.

<https://mtcancercoalition.org/montana-american-indian-womens-health-coalition-maiwhc/>

BREASTFEEDING SUPPORT

- **BREASTFEEDING BASICS TRAINING**

This 4.5-hour training and follow up technical assistance is offered to all reservations. Through NAPA's partnership with the Montana Breastfeeding Coalition (MSBC), NAPA has provided scholarships for local hospital/clinic staff and community members, to receive advanced training in breastfeeding support and become Certified Lactation Consultants (CLCs) and/or International Board-Certified Lactation Counselors (IBCLCs). Each year, NAPA has offered a diversity scholarship to attend these trainings.

Contact the DPHHS Senior Breastfeeding Consultant at 406-542-7070 for more information.

- **MONTANA BREASTFEEDING COLLABORATIVE CONFERENCE**

The Montana Nutrition and Physical Activity Program (NAPA) partners with Women's, Infants, and Children (WIC) to create, promote and sponsor the Montana Breastfeeding Collaborative, a professional development conference to educate healthcare professionals on best practices and approaches for supporting breastfeeding women in both medical facilities and community settings. Each year NAPA has provided diversity scholarships for individuals with American Indian tribal affiliation to attend.

<https://www.mtbreastfeedingcoalition.com/>

MONTANA DIABETES PROGRAM

- **DIABETES SELF-MANAGEMENT EDUCATION AND SUPPORT**

Diabetes education is a collaborative process that helps people with diabetes learn how to successfully manage their disease. The goal of diabetes education is to help people with diabetes practice self-care behaviors every day and be as healthy as possible.

It is also known as diabetes self-management education (DSMES) and is provided by diabetes educators. Diabetes educators are nurses, dietitians, pharmacists and other health professionals with an expertise in diabetes.

National Diabetes Prevention Program in Montana:

<https://arcg.is/KnyzG>

<http://dphhs.mt.gov/publichealth/diabetes/qdei>

- **MONTANA DIABETES PREVENTION PROGRAM**

The Montana Diabetes Prevention Program (DPP) is a 12-month intensive lifestyle change program with 22 group sessions, with the goal to prevent or delay the development of type 2 diabetes and cardiovascular disease among at risk Montanans.

Visit these websites for more information:

<https://dphhs.mt.gov/publichealth/diabetes/dpp>

<https://arcg.is/0C19H>

EMS AND TRAUMA SYSTEMS PROGRAMS

Quick Links to Updated List of Conferences, Education, Meetings:

<https://dphhs.mt.gov/publichealth/EMSTS/calendar.aspx>

- **EMS SYSTEM DEVELOPMENT**

The EMS and Trauma Systems Section is statutorily responsible for development and

management of the EMS, injury prevention and trauma system needs of the state.

- **TRAUMA SYSTEM DEVELOPMENT**

This program is responsible for the planning and oversight of the Montana Trauma Care System including: facility, regional, and statewide system development; statewide trauma registry development and data analysis; regional and statewide system evaluation and quality improvement; trauma center consultation and designation; trauma education and technical assistance medical personnel and facilities; public information and injury prevention.

Quarterly meetings of a state Trauma Care Committee and three regional trauma committees facilitate ongoing planning and quality improvement for the trauma system.

- **INJURY PREVENTION AND CONTROL PROGRAM**

The goal of this program is to reduce Montana's very high injury and death rates. The Injury Prevention and Control Coordinator gathers and analyzes information from multiple data sources to identify where and how the injuries are occurring; to design injury prevention and control strategies; and to evaluate and improve both the programmatic and cost effectiveness of the prevention strategies.

The Coordinator works cooperatively with and leads organizations, agencies, health care institutions, health care providers and others to implement and to evaluate injury prevention and control programs consistent with data-driven, injury prevention and control plan.

Injury Prevention Programs include: Resources for Reducing Opioid Misuse, including information on a Substance Use Disorders (SUDS) Task Force, Information for Providers, First Responders, and Pharmacists, List of Montana's Prescription Drug Dropbox Locations, Information on Naloxone Training Courses, and much more.

CONTACT

Injury Prevention Program Manager: (406) 444-4126
<https://dphhs.mt.gov/opioid>

- **EMERGENCY MEDICAL SERVICES FOR CHILDREN**

This is a grant funded program which focuses on improving pediatric emergency care, especially for special populations of children. As this program emphasizes pediatric injury prevention, many of the efforts are focused on family centered care and family advocacy, inclusion of pediatric care components in plan documents, and improving care for special needs children. There is also a significant emphasis on training of medical professionals, coalition building, data collection, and comprehensive planning.

- **EMS SERVICE LICENSING & COMPLAINT INVESTIGATION**

The Section manages the EMS service inspection and licensing program (non-transporting units, air and ground ambulance services), coordinates the statewide EMS transportation system, and coordinates enforcement activities. Activities include approval of license applications, inspections, and technical support to services for a broad range of EMS and transportation issues. Additionally, complaints about EMS services are investigated and enforced as needed.

CONTACT

Board of Examiners: (406) 444-5711

- **ADVANCED TRAUMA LIFE SUPPORT (ALS) EDUCATION**

Co-sponsored by the Section, the Montana Committee on Trauma and several hospitals, this course for physicians and physician extenders is the standard for teaching initial care and stabilization of trauma victims.

Visit the Course portal to sign up:

<https://dphhs.mt.gov/publichealth/emsts/traumasystems/atlscourses>

- **PUBLIC INFORMATION AND EDUCATION**

Provides technical assistance to local emergency medical services providers. This includes individual community assistance, the conduct of various education programs and the preparation of manuals and handbooks for local personnel.

- **MONTANA POISON CONTROL SYSTEM**

The Montana Poison Control System provides assistance to over 11,000 callers per year. Montana contracts with the Rocky Mountain Poison and Drug Center (RMPDC) in Denver to provide expert poison information and management services to Montana citizens and visitors and to provide clinical toxicological services to Montana's health care professionals. DPHHS provides a toll-free telephone line for citizen access, widely advertises the number and provides poison information and prevention materials to Montana citizens.

- **MEDICAL RESPONSE TO DISASTER PLANNING**

Current funding sources are being utilized to assist with planning, education and supplies to enable EMS and trauma services to be better prepared for bioterrorism and disasters. Current projects include providing disaster equipment and supplies to EMS services; development of a response system for mass casualty incidents; development of a statewide communications plan; and development of statewide mutual aid agreements.

MONTANA BABY-FRIENDLY HOSPITAL INITIATIVE

The Montana Nutrition and Physical Activity Program (NAPA) recognizes that infant nutrition is a public health issue. NAPA is supporting Montana birthing facilities as they work to attain Baby-Friendly designation by providing technical assistance and a small financial award to assist with training costs as they navigate the 4-D Pathway.

In order to become a designated Baby-Friendly hospital, the facility must complete the 4-D Pathway. This method organizes the process into manageable and achievable tasks. The four phases to the pathway are:

- **Discovery Phase**

The facility will register with Baby-Friendly USA, obtain a CEO support letter and complete a self-appraisal tool looking at their maternity care policies.

- **Development Phase**

A committee is formed, work plan is developed, the breastfeeding policy is written, and staff training curriculum is developed.

- **Dissemination Phase**

Staff is trained and data is collected.

- **Designation Phase**

Quality improvement plan is implemented, readiness interview and on site assessment are conducted by Baby-Friendly USA.

CONTACT

Senior Breastfeeding Consultant: (406) 542-7070
<https://dphhs.mt.gov/publichealth/NAPA/BFHI>

MONTANA TOBACCO USE PREVENTION PROGRAM

The Montana Tobacco Use Prevention Program (MTUPP) holds ten contracts that directly serve American Indians in Montana. This includes all Montana tribes as well as the Missoula Indian Center and the Helena Indian Alliance. Each contract supports a dedicated Tobacco Prevention Specialist (TPS) in the local area. The Montana Tobacco Use Prevention Program addressed the needs of American Indian tribal members on and off Montana's reservations in regard to commercial tobacco addiction.

<https://dphhs.mt.gov/publichealth/mtupp/targetedpopulations/american-indian>

- **MONTANA TOBACCO QUIT LINE**

The Montana Tobacco Quit Line is a free telephone service offering cessation counseling, quit plans, educational materials, and nicotine replacement therapy to Montana residents. When someone calls the Quit Line, a trained counselor is available to coach and help create a personalized quit plan just for them. The Quit Line helps Montanans who use tobacco end their addiction to nicotine products (cigarettes, chew, cigars, e-cigarettes).

CONTACT

Toll-free: 1 (800) QUIT-NOW (1-800-784-8669)
We're here 7 days a week, 5 am – 11 pm.

<http://www.quitnowmontana.com>

- **AMERICAN INDIAN COMMERCIAL TOBACCO QUIT LINE**

The American Indian Commercial Tobacco Quit Line (AICTQL) is a culturally appropriate program for tobacco users who honor the traditional role of tobacco, while attempting to quit their commercial tobacco addiction. Free culturally sensitive coaching with American Indian coaches are offered with 10 free coaching sessions.

The AICTQL is open Monday – Friday, 6 am-7:30 pm MST and is staffed exclusively by American Indian coaches.

- **QUIT NOW MONTANA PREGNANCY PROGRAM**

The Quit Now Montana Pregnancy Program offers additional benefits to pregnant women. The program includes nine coaching calls with a single dedicated coach. Pregnancy program participants are eligible for free Nicotine Replacement Therapy (NRT) during pregnancy and additional weeks of free NRT postpartum (prescription required). A small cash incentive is sent for each completed coaching call.

- **MY LIFE, MY QUIT**

This new youth quit program offers specially-trained coaches to work with teens and youth on quitting tobacco, including e-cigarettes.

Dedicated toll-free number: 1 (855) 891-9989
Online enrollment through mylifemyquit.com

STATEWIDE INDEPENDENT LIVING SERVICES

- Centers for Independent Living:
 - Living Independently for Today and Tomorrow (LIFTT), Billings, (406-259-5181)
 - Montana Independent Living Project (MILP), Helena, (406-442-5755)
 - North Central Independent Living Services (NCILS), Black Eagle, (406-452-9834)
 - Summit Independent Living Center (Summit), Missoula, (406-728-1630)
- LIVING WELL WITH A DISABILITY PROGRAM**

Living Well with a Disability (LWD) is a 10-week evidence-based health promotion workshop for people with physical disabilities or mobility impairments. This program helps participants develop goals for meaningful activities that link to the management of secondary health conditions and healthy lifestyle.

Visit these websites for more information:
<http://livingandworkingwell.ruralinstitute.umt.edu>
<https://www.dphhs.mt.gov/detd/independentliving>

- WORKING WELL WITH A DISABILITY**

Working Well with a Disability (WWD) is a six-week health promotion workshop for people with physical disabilities that considers the prevention and management of secondary conditions in the context of employment. WWD is for individuals with disabilities preparing for or trying to maintain employment.

Visit these websites for more information:
<http://livingandworkingwell.ruralinstitute.umt.edu>
<https://www.dphhs.mt.gov/detd/independentliving>

STEPPING ON FALLS PREVENTION PROGRAM

Stepping On is an evidence-based falls prevention program that addresses falls risk factors in the home and community and provides practical lifestyle adjustments to reduce the chances of falling. The Stepping On workshop is seven weeks, offered once a week for two hours.

<https://dphhs.mt.gov/publichealth/EMSTS/prevention/falls>

WORKSITE WELLNESS

- MONTANA MOTHER-FRIENDLY WORKSITES**

Breastfeeding support from an employer can help reduce the barriers a mother may encounter when returning to work and help her meet her breastfeeding goals. By meeting a few simple criteria, worksites of any type or size can receive Montana Mother-Friendly Worksite recognition.

DPHHS has staff available to provide technical assistance to help your worksite with the process of setting up a lactation accommodation program including, creating a breastfeeding support program/policy, setting up a private space and more!

CONTACT

Senior Breastfeeding Consultant: (406) 542-7070
<https://dphhs.mt.gov/publichealth/NAPA/MotherFriendlyWorksite>

- **WORKSITE CHRONIC DISEASE SELF-MANAGEMENT PROGRAM**

The Worksite Chronic Disease Self-Management Program (wCDSMP), is a worksite wellness workshop designed to focus on challenges that are common to employees with chronic health conditions within the workplace. The wCDSMP is a six-week workshop offered two times per week for one hour.

Visit these websites for more information:
<https://dphhs.mt.gov/publichealth/arthritis>
<https://www.ncoa.org/>

- **WORKSITE WELLNESS PROGRAM**

The Montana Chronic Disease Prevention and Health Promotion Bureau's (CDPHPB) Worksite Wellness Program promotes inclusive worksite wellness programs and policies to ensure that all Montana employees have support and access to healthy food and beverages, breastfeeding support, physical activity, tobacco free environments, tobacco cessation opportunities, and insurance coverage for cancer preventative services.

- The Chronic Disease Prevention and Health Promotion Bureau supports worksites by providing sample policy templates and a worksite wellness webinar series:
<https://dphhs.mt.gov/publichealth/WorksiteWellness>
- The Wellness Council of America (WELCOA) aids in the development of workplace wellness programs. These programs align with the values, mission, vision, and goals for wellness: <https://www.welcoa.org/>
- The CDC Workplace Health Resource Center (WHRC) is a one-stop shop for workplace health promotion that gives employers resources to create a healthy work environment: <https://www.cdc.gov/workplacehealthpromotion/initiatives/resource-center/index.html>

COMMUNICABLE DISEASE

ANTIMICROBIAL RESISTANCE AND STEWARDSHIP

Montana DPHHS works closely with the Montana Antimicrobial Stewardship Collaborative (ABS). The Montana ABS Collaborative is a group effort to create a statewide Antimicrobial Stewardship Program (ASP) implementation plan. Their goal is to collaborate, assist and offer resources, expertise and tools through multiple programs for use by Montana inpatient and outpatient facilities.

Resources include:

- Trainings provided to local health departments to address antibiotic resistance issues in healthcare facilities.
- Educate Montana laboratories to submit specimens with high resistance patterns to MT Public Health Lab for further testing in a timely fashion.
- Work with hospitals to start or strengthen Antibiotic Stewardship Programs to meet CDC's core elements.

- Offer training to hospital pharmacists to start and run an Antibiotic Stewardship Program.

<https://dphhs.mt.gov/publichealth/cdepi/AntimicrobialResistance>

COMMUNICABLE DISEASE EPIDEMIOLOGY

The DPHHS Communicable Disease Epidemiology (CDEpi) Section's mission is to create, maintain, support, and strengthen communicable disease surveillance and detection systems. The CDEpi section also supports epidemiological investigation processes, and can expand these systems and processes in response to communicable disease incidents of public health significance.

Resources and surveillance reporting of communicable diseases such as COVID-19, hantavirus, influenza, Hepatitis A, measles, Chronic Wasting Disease, among others, are provided on the DPHHS website at <https://dphhs.mt.gov/publichealth/cdepi>.

CONTACT

Montana Department of Public Health & Human Services
Communicable Disease/TB Program
Cogswell Building Room C-216
PO Box 202951
1400 Broadway
Helena, Montana 59620 – 2951

(406) 444-0273
hhsepi2@mt.gov

Note: If you are reporting an illness, outbreak, or event of interest, contact your local health department.

The DPHHS Communicable Disease Epidemiology Program is available 24/7 to assist at 406-444-0273. The CDEpi section also supports the specialized programs listed below:

CORONAVIRUS DISEASE 2019 (COVID-19)

CDEpi provides support to health departments investigating cases and outbreaks of COVID-19. Please contact your local or tribal health department to report cases and outbreaks of this emerging disease.

DPHHS EMERGENCY OPERATIONS PLAN

DPHHS provides guidance documents used to respond to public health emergencies and lists them on the following website: <https://dphhs.mt.gov/publichealth/phep/eop>.

FOOD AND CONSUMER SAFETY

The mission of the Food and Consumer Safety Section within DPHHS Public Health and Safety is to protect consumers and promote environmental health by providing leadership, education, and services.

Please visit the DPHHS website for more information on renewing a license for a public facility such as a restaurant, hotel, or swimming pool, associated laws and rules, among other resources: <https://dphhs.mt.gov/publichealth/FCSS>

To find each county's Environmental Health (Sanitarian) Office, visit:
<https://dphhs.mt.gov/publichealth/FCSS/countytribalhealthdepts>

MONTANA HEALTH ALERT NETWORK

Montana Health Alert Network: Montana's Health Alert Network (HAN) builds an Internet-based telecommunications infrastructure to advance the rapid dissemination of information between DPHHS and Local County Health Departments, Indian Health Services and Tribal Health Agencies.

DPHHS sends out HAN messages to all local health jurisdictions in Montana when it is determined that the information could potentially affect residents in Montana.

Visit the DPHHS website for more information and archived HAN emails at:
<https://dphhs.mt.gov/publichealth/han>

MONTANA IMMUNIZATION PROGRAM

The goal of the Montana Immunization Program is to prevent vaccine preventable disease among all residents throughout their life span by sharing information, managing data, providing education, giving guidance, and overseeing distribution of publicly funded vaccines.

CONTACT

Montana Department of Public Health & Human Services Immunization Program
Cogswell Building Room C-211
PO Box 202951
1400 Broadway
Helena, Montana 59620 – 2951

(406) 444-5580
hhsiz@mt.gov
<https://dphhs.mt.gov/publichealth/Immunization>

MONTANA TUBERCULOSIS PROGRAM

Visit Montana Tuberculosis Prevention & Control for resources to assist local and tribal health departments in providing latent tuberculosis infection (LBTI) care and active TB disease treatment.

<https://dphhs.mt.gov/publichealth/cdepi/diseases/tuberculosis#833068941-tb-resources-for-health-departments>

MONTANA'S HEALTHCARE-ASSOCIATED PREVENTION INITIATIVE

This program provides support to healthcare facilities through a Cooperative agreement with CDC and includes support to improve infection prevention breadth and scope at healthcare facilities, educate providers to prescribe antibiotics appropriately, assist hospitals and other healthcare facilities to have strong Antibiotic Stewardship Programs, among other supports.

<https://dphhs.mt.gov/publichealth/cdepi/haiprevention>

PUBLIC HEALTH EMERGENCY PREPAREDNESS

As part of the DPHHS Communicable Disease Control & Prevention Bureau, Montana's Public Health Emergency Preparedness works to help local and tribal health jurisdictions prepare for and respond

to health emergencies, coordinate local surveillance and response systems, and keep Montana citizens informed of any public health-related emergencies.

Federal grant funds strengthen public health and hospital preparedness on a state, regional, and local level throughout Montana, with the majority of funds distributed to local and tribal health partners.

CONTACT

(406) 444-0919
MTPHEP@mt.gov
<https://dphhs.mt.gov/publichealth/PHEP>

STD/HIV PROGRAM

The STD Program at DPHHS monitors STD surveillance data across the state and works closely with local health jurisdictions during investigations, Partner Services and prevention efforts.

Support to local health jurisdictions is provided through technical assistance, disease surveillance and laboratory interpretation, outbreak investigations and data entry.

To find a Montana STD/HIV testing site, visit: <https://dphhs.mt.gov/publichealth/hivstd/gettested>.

CONTACT

DPHHS Cogswell Building
1400 Broadway
Helena, MT 59620

(406) 444-3565
<https://dphhs.mt.gov/publichealth/hivstd>

STRATEGIC NATIONAL STOCKPILE & EMERGENCY MEDICAL COUNTERMEASURES

Montana has agreements with county and tribal governments to maintain plans to receive and distribute urgently needed medical supplies that may arrive through the CDC Strategic National Stockpile or other sources.

<https://dphhs.mt.gov/publichealth/PHEP/SNS>

DISEASES AND CONDITIONS

Visit <https://dphhs.mt.gov/publichealth/diseases-conditions> to find detailed information about the following diseases and conditions:

- Alzheimer's & Dementia
- Antibiotic resistance awareness
- Arthritis
- Asthma

- Bedbugs
- Cancer
- Children & Youth with Special Health Care Needs
- Chronic Disease Prevention & Health Promotion
- Communicable Disease, including COVID-19
- Diabetes
- Healthcare Associated Infection
- Heart Disease
- Hepatitis (Immunization)
- High Blood Pressure
- High Cholesterol
- HIV
- Hypertension
- Influenza
- Lead poisoning
- Norovirus
- Teen Pregnancy Prevention
- Rabies
- Sexually transmitted diseases (STDs)
- Stroke
- Tuberculosis Prevention & Control
- Vaccine Preventable Diseases

EPIDEMIOLOGY AND SCIENTIFIC SUPPORT

The Office of Epidemiology and Scientific Support (OESS) maintains and distributes public health data from the following systems:

- Montana Behavioral Risk Factor Surveillance System (BRFSS)
- Montana Hospital Data Discharge System
- Montana Vital Statistics Analysis Unit

CONTACT

1400 Broadway, Room B102
PO Box 202951
Helena, MT 59620-2951

Visit <https://dphhs.mt.gov/publichealth/Epidemiology> for recent Data Reports and other resources.
Visit <http://ibis.mt.gov/> for Montana's Public Health Data Resource.

LABORATORY SERVICES

The Laboratory Services Bureau partners in the prevention and control of disease and the improvement of community health by providing quality testing in support of environmental and disease assessment and control to programs, health care providers, and the general public at the state and local level.

CONTACT

Toll-free: 1 (800) 821-7284
Available 24 hours a day, 7 days a week.

Mailing Address:
PO Box 4369
Helena, MT 59604-4369

Physical Address:
1400 E Broadway, W.F. Cogswell Building, Room B206
Helena, MT 59601

mtphl@mt.gov
<https://dphhs.mt.gov/publichealth/LaboratoryServices>

Map of drop-off locations:
<https://dphhs.mt.gov/Portals/85/publichealth/documents/Lab/DropOffFlyer.pdf>

ENVIRONMENTAL LABORATORY

The State Environmental Laboratory provides the following services:

- Testing to support the Safe Drinking Water Act
- Consultation and certification services to laboratories who perform Drinking Water Analyses
- Testing for possible human exposure to identified chemical threat agents
- Technical assistance in the areas of analyses selection and results interpretation

CONTACT

(406) 444-3444
Fax: (406) 444-2617

LABORATORY EMERGENCY PREPAREDNESS

Laboratory Emergency Preparedness provides the following services:

- Response to emergencies
- Drinking Water Emergency Sampling (DWES) if water tampering is suspected
- Unknown substance sampling for suspicious substances
- Handle exposure to toxic chemicals and biological agents

PUBLIC HEALTH LABORATORY

The Public Health Laboratory provides the following services:

- State-of-the-art test methods for diagnosis of infectious diseases or intentional biologic or chemical threats
- Newborn screening for genetic and metabolic disorders, including short term follow-up
- Technical assistance and consultation in appropriate test selection, specimen requirements, and test interpretation
- Aggregated results of specific laboratory tests for statewide surveillance
- Training and continuing education opportunities

CONTACT

(406) 444-3444
Fax: (406) 444-5527

PUBLIC HEALTH SYSTEM IMPROVEMENT

Building Healthy Systems is an interactive community and peer exchange network for Montana Tribal and Local Health Departments. Some of the highlights of the online community: connect with Montana Public Health professionals, post your questions and share your successes through our Community Sharing page, view public health related newsfeeds on social media, explore training, conference and funding opportunities.

At PHSD Systems Improvement Office, we know how stressful funding can be for Tribal and Local Health Departments of all sizes. We want to be your partner in securing all the funds you can to make sure your community's needs are met. We even have a special page devoted to grant writing and administration.

The Montana Public Health and Safety Division Systems Improvement Office is pleased to offer trainings to Tribal and Local Health Departments both directly from our office, and in conjunction with our trusted training partners. It is our goal that these trainings enhance your ability to promote good health in the communities you serve.

Visit <https://dphhs.mt.gov/publichealth/buildinghealthysystems> for a list of resources.

CONTACT

1400 Broadway B201
PO Box 202951
Helena MT 59620-2951

(406) 444-4141
Fax: (406) 444 6943
HHSPHSDBuildingHealthySystems@mt.gov
<https://dphhs.mt.gov/publichealth/buildinghealthysystems/opportunities>



Transportation

PUBLIC TRANSPORTATION COORDINATION

For all Montanans with disabilities, transportation plays an important role in life. Regardless of age or ability, people need to be able to get around in their community so that they can spend time with family, shop, get to appointments and live a complete life. Reliable and accessible transportation is key to a fulfilling that goal. One way Montanans with disabilities meet those needs is through one of the 40 public transit agencies across the state.

CONTACT

(406) 496-4933
Fax: (406) 444-3632

Visit the DPHHS website for a full list of public transit providers and contact information:
<https://dphhs.mt.gov/detd/transportation/providerlist>

City/Town	Transit Agency Name	Service Type	Destinations	Phone	Email
Dillon	City of Dillon	Dial-A-Ride	Dillon	(406) 660-1978	nurse@dillonmt.org
Ekalaka	Carter County Carter Charter	Dial-A-Ride	Miles City	(406) 775-8751	ccsencit@ middrivers.com
Miles City	Miles City Transit	Dial-A-Ride	Billings	(406) 874-3482	custer.coa@ gmail.com
Kalispell	Eagle Transit	Fixed Dial-A- Ride	Columbia Falls Whitefish	(406) 758-5728	dpolansky@ flathead.mt.gov
Bozeman	Streamline	Fixed/Para- Transit	Belgrade Livingston	(406) 587-2434	info@ streamlinebus.com galavan@hrdc9.org
Big Sky	Skyline	Fixed/Para- Transit Intercity	Bozeman	(406) 995-6287	info@skylinebus.com dkack@ coe.montana.edu
West Yellowstone	West Yellowstone Foundation	Dial-A-Ride	Bozeman Ashton, ID	(406) 640-2030	mvassen@ 3riversdbns.net
Jordan	Big Dry Transit	Dial-A-Ride	Billings Miles City	(406) 557-2501	chellyer@ middrivers.com
Browning	Blackfeet Transit Program	Dial-A-Ride	N/A	(406) 338-5007	bftran@yahoo.com
Philipsburg	Granite County Medical Center	Dial-A-Ride	Missoula Anaconda Butte	(406) 859-3271	jdirkes@ gcmedcenter.org

Havre	North Central Montana Transit	Fixed/Dial-A-Ride	Harlem Chinook Box Elder Fort Belknap Great Falls (2x/week)	(406) 265-3699	transit@ opportunitylinkmt.org
Whitehall	Whitehall Transportation	Dial-A-Ride	Bozeman Butte	(406) 287-5336	strans@tssmt.net
Ronan	Lake County Council On Aging	Dial-A-Ride	Lake County	(406) 676-2367	coa@ronan.net
Pablo	Confederated Salish & Kootenai Tribes Transit Program	Dial-A-Ride Fixed Route	Missoula	(406) 675-2700 (406) 275-2792	corkys@cstk.org
Helena	Helena Area Transit Service (HATS)	Dial-A-Ride Check Point	East Helena	(406) 447-1580	bsheridan@ ci.helena.mt.us
Chester	Liberty County COA	Dial-A-Ride	Shelby Havre Great Falls	(406) 759-5244	srcenter@ co.liberty.mt.gov
Libby	Lincoln County Transportation Service	Dial-A-Ride	Kalispell	(406) 293-8024	lcts2ride@yahoo.com
St. Regis	Mineral County Pioneer Council Inc.	Dial-A-Ride	Alberton Missoula	(406) 649-2019	str2019@ blackfoot.net
Missoula	Missoula Urban Transportation District	(MUTD) Mountain Line Fixed/Para-Transit	Lolo	(406) 543-8386	info@ mountainline.com
Missoula	Missoula Ravalli Transportation Management Association (Vanpools)	Vanpools	--	(406) 327-8707	mrtma2@ montana.com
Malta	Phillips Transit Authority	Dial-A-Ride	Havre Billings Great Falls Glasgow	(406) 654-5301	phillipstransit@ mtintouch.net
Broadus	Powder River Transportation	Dial-A-Ride	Miles City Billings	(406) 436-2243	KRoberts@ prco.mt.gov
Hamilton	Bitterroot Bus	Dial-A-Ride	Missoula	(406) 363-7484	spaddock@ ravalliccoa.org
Sidney	Richland County Transportation	Dial-A-Ride	--	(406) 433-7433 (406) 489-2976	jberry@richland.org
Forsyth	Rosebud Transportation	Dial-A-Ride	Billings	(406) 346-4223	tookер@ rosebudhealthcare. com
Poplar	Fort Peck Transportation System	Dial-A-Ride	Glasgow Miles City Williston, ND	(406) 768-3909	fptdept@nemontel.net

Hot Springs	Sanders County Transportation	Dial-A-Ride	Missoula County Lincoln County Lake County Flathead County Mineral County Sandpoint, ID	(406) 741-2346	sccoa@hotsprgs.net
Plentywood	Quality Transit	Dial-A-Ride	Williston, ND	(406) 765-1018	2cmarsh@nemont.net
Butte	Butte-Silver Bow Transit System	Fixed/Para-Transit	--	(406) 497-6521	gkeeler@bsb.mt.gov
Shelby	Golden Triangle Transit	Dial-A-Ride	Connects with Northern Transit Inter-Local	(406) 424-8310	brandon@northerntel.net
Shelby	Northern Transit Inter-Local	Dial-A-Ride	Great Falls Kalispell Browning Conrad Cut Bank	(406) 470-0727	brandon@northerntel.net
Glasgow	Valley County Transit	Dial-A-Ride	Williston, ND	(406) 228-8744	vctransit@nemont.net
Billings	MET Transit	Fixed/Para-Transit	--	(406) 657-8218	mettransit@ci.billings.mt.us
Laurel	Laurel Transit Authority	Dial-A-Ride	Billings	(406) 628-4796	--
Crow Agency	Crow Tribes of Indians of Montana	Dial-A-Ride	Billings	(406) 638-3810	oliverh@crownations.net

TRAVEL RESOURCE INFORMATION FOR INDIVIDUALS WITH A DISABILITY

Visit the DPHHS website for the following travel resources information specific to individuals with disabilities:

- Blind Travel Resource
- Deaf Travel Resource
- Wheelchair Travel Resource
- Additional Travel Resource Information

<https://dphhs.mt.gov/detd/transportation/travelresources>

Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.