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Revised Date:
Review Date: 6/2/2008

North Sound Mental Health Administration

Section 1500 – Clinical: Outreach to Homeless Individuals and Families

Authorizing Source: North Sound Mental Health Administration

Cancels:

See Also:

Providers required to “comply with” this policy

Responsible Staff: Quality Manager

Approved by: Executive Director

Date: 7/7/2008

Signature:

POLICY # 1523.00

SUBJECT: OUTREACH TO HOMELESS INDIVIDUALS AND FAMILIES

PURPOSE

To assure active outreach to individuals and families with mental illness who are homeless, within available resources.

POLICY

North Sound Mental Health Administration (NSMHA) strongly encourages its contracted providers to utilize active outreach with individuals and families with mental illness who are homeless in order to engage them in mental health treatment and coordination of services with other organizations, within available resources.

Outreach means a mental health service where consumers with severe and persistent mental illness or serious emotional disturbance are contacted in their place of residence or in non-traditional settings (e.g., shelters, clubhouses, kitchens, and clothing banks) for the purpose of:

- Improving their mental health, health or social functioning; or
- Increasing their utilization of human services and resources.

The outreach process has five important components:

- Locating individuals/families in need of services;
- Engaging individuals/families into service;
- Assessing their needs;
- Linking individuals/families to an appropriate level of support services; and
- Providing follow-up services.

PROCEDURES

1. Within available resources, contracted providers are encouraged to increase awareness of available mental health services among un-enrolled individuals and families with a mental illness who are homeless. NSMHA also encourages contracted providers to assist them in requesting services as appropriate.
2. Consumers and their families who have a Medicaid coupon that covers mental health services and meet clinical eligibility criteria as outlined in NSMHA’s Clinical Eligibility and Care Standards shall be provided medically necessary mental health services delineated in the current Prepaid Inpatient Health Plan Contract.

3. Consumers and their families who meet criteria for state-only funding and clinical eligibility as outlined in NSMHA's Clinical Eligibility and Care Standards shall be provided, within available resources, medically necessary mental health services delineated in the current State Mental Health Contract.
4. Contracted providers are encouraged to use outreach and engagement efforts with enrolled consumers who are homeless to re-engage them in services.

ATTACHMENTS

None