

Effective Date: 9/3/2008; 6/23/2004

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North Sound Behavioral Health Organization

Section: 1500 - Clinical: Engagement of High Need Individuals at Risk of Prematurely Terminating Services

Authorizing Source: DBHR/North Sound BHO Contracts;

Cancels:

See Also:

Providers must comply with this policy and may develop individualized implementation guidelines as needed

Responsible Staff: Deputy Director

Approved by: Executive Director

Signature:

Date: 3/24/2017

POLICY #1502.00

SUBJECT: ENGAGEMENT OF HIGH-NEED INDIVIDUALS AT RISK OF PREMATURELY TERMINATING SERVICES

PURPOSE

To encourage accessibility of services and engagement of individuals in open episodes who have a high level of need and are ambivalent about and/or are not engaging in treatment as the result of symptoms of a behavioral health disorder. This policy specifically focuses on individuals who may be at-risk due to deteriorating behavioral health conditions. These individuals shall have access to services that meet their unique needs.

POLICY

To fully recognize and address both the internal and systemic barriers that make services more difficult to attain for these individuals, provider agencies shall align engagement efforts with the principles of the Substance Abuse and Mental Health Services Administration's (SAMHSA) [Working Definition of Recovery](#). Namely, all efforts will engender hope, be relational and person-driven, be sensitive to cultural considerations, be respectfully offered, address trauma, include peer support and recognize many pathways toward recovery.

Behavioral Health Agencies (BHAs) shall increase the number and quality of services delivered to individuals who are ambivalent about services due to behavioral health symptomatology through use of internal agency procedures and through engagement with community partner agencies including the North Sound Behavioral Health Organization (North Sound BHO) and other Managed Care Organizations (MCOs) as applicable.

At the BHA level, clinicians, case managers, peer specialists and other agency staff shall consult within their agencies regarding appropriate interventions. When the individual is not responding to interventions, the risk warrants further intervention and the clinical team determines that involving the BHO is warranted, the team shall follow BHA's internal process for contacting North Sound BHO to coordinate care (see North Sound BHO Policy #1560).

PROCEDURE

BHAs are expected to address access, engagement and utilization barriers by acknowledging and attending to the unique needs of the individual. A certain degree of flexibility in the BHA's usual process is warranted when reaching out to this population. Some behavioral indicators that such steps are necessary may include, but are not limited to, current or historical instances of:

- 1 Repeated contact with the law as a result of a behavioral health disorder;
- 2 Repeated visits to Emergency Departments due to behavioral health conditions or to seek medical treatment where engagement with more appropriate providers is made difficult by symptoms of a behavioral health disorder;
- 3 Instances of losing housing or potential housing, as the result of a behavioral health disorder;
- 4 Repeated psychiatric hospitalizations;
- 5 Repeated admissions into residential substance use disorder (SUD) services without completion; and
- 6 Individuals on Less Restrictive Orders (LROs) or Conditional Releases (CRs) who do not attend intake/assessment appointments.

Potential interventions which may be considered include, but are not limited to:

- 1 Outreach to the individual, including calls, welfare checks and/or two (2) person outreach visits to the home;
- 2 Filing a Crisis Alert with Volunteers of America;
- 3 Facilitating access to an emergency appointment;
- 4 Requesting an evaluation for involuntary treatment if the person appears to be gravely disabled and/or a risk to self or others secondary to a behavioral health disorder and is at imminent risk;
- 5 Requesting revocation of an LRO or CR;
- 6 Communication with natural supports and community partners as authorized by the individual;
- 7 Referrals to community partner agencies which have the capacity to address issues posing as barriers to recovery; and/or
- 8 Coordination of care with the North Sound BHO.

North Sound BHO reviews behavioral health services in accordance with Policy #5501, to include performance indicators related to accessibility and engagement in services.

ATTACHMENTS

None