



## PENINSULA RSN

### CLINICAL POLICIES AND PROCEDURES

**Policy Name:** HOMELESS INDIVIDUALS, PROVIDING SERVICES

**Policy Number:** 11.12

**Reference:** WAC 388-865-0235

**Effective Date:** 7/2005

**Revision Date(s):** 12/2008

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Policy: Corrective Action Plan
- Policy: Housing Services

#### PURPOSE

This policy applies to all eligible persons in the Peninsula Regional Support Network (PRSN) catchment area and PRSN contracted provider agencies.

#### PROCEDURE

Contracted providers shall:

1. Provide access and availability of emergency mental health response system for all age groups of homeless people and the availability to transport homeless individuals to emergency mental health or psychiatric inpatient services.
2. Provide outreach and assessment services to homeless individuals in their location.
3. Provide screening and diagnostic treatment to homeless individuals as soon as possible.
4. Provide emergency evaluations of homeless individuals referred for psychiatric inpatient hospitalizations.
5. Provide medication monitoring for homeless individuals with mental illness when appropriate.

6. Ensure homeless persons with mental illness are informed of food and clothing banks, shelters, mental health centers and other needed services.
7. Assist homeless individuals with mental illness with safe havens, drop-in centers, clubhouse services and supports, crisis respite beds, residential services and emergency (temporary) housing, in absence of permanent housing, shortly after engagement.
8. Assist homeless individuals with Medicaid and other public entitlement applications and referrals.
9. Ensure representative payee services are available for homeless individuals with mental illness who need them.

## **MONITORING**

1. This policy is a contract requirement. This policy will be monitored through use of PRSN:
  - Annual PRSN Provider and Subcontractor Administrative Review
  - Monthly Provider Chart Reviews
  - Monthly Provider Crisis Chart Reviews
  - Biennial Provider Quality Review Team On-site Review
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval.