



# Provider Bulletin

January 29, 2020

Effective February 3, 2020

The following information is to introduce new AMHD procedures related to referring consumers to AMHD funded group homes. This will cover Semi-Independent, 8-16-hour, 24 hour, TLP and Care Hawaii SRSP group homes. This does not cover SRSP beds run by Hina Mauka, Po'ailani or Aloha House.

The new AMHD procedures are designed to streamline and standardize the current housing referral process through all housing providers and to ensure that the consumer is being placed at the appropriate level of care. In the past, case management providers were asked to submit multiple referrals to all housing providers and providers were able to decide who to accept. Under the new procedures, AMHD will be responsible for determining the level of care, and will be assigning the provider, and house to the consumer. With the current needs of our most vulnerable with serious mental health issues in Hawaii, AMHD is dedicated to ensuring that all consumers get the appropriate level of care and housing as expediently and effectively as possible. Knowing all our providers support the same beliefs, we look forward to working with them to implement these streamlined procedures to do just that.

With the new procedures, the referral process for case managers will be as such:

- 1.) The Case Management Agency will complete the Housing Referral Form (rev. 1/2020) and send it with **all supporting documents** to AMHD via a designated Sharepoint site.
  - a. Please contact AMHD with the email addresses of those individuals who will be uploading to the Sharepoint site. The Case Management Agencies can identify 2-3 individuals responsible for uploading referrals, plus 2-3 additional uploaders per each neighbor island site (i.e.: Kona, Hilo, Maui, Kauai).
  - b. The supporting documents now include a questionnaire designed to identify the consumer's current needs and required level of care.
  - c. Consents for **all four housing providers** (Hale Na'au Pono, Steadfast, Mental Health Kokua and Care Hawaii) must be included in the packet.
- 2.) AMHD will review the referral packet for completeness and determine the consumer's level of care.
  - a. If the packet is incomplete, a fax and/or email will be sent to the case manager notifying them that the referral was incomplete; cite the missing documentation; and a complete, amended referral will need to be resubmitted.

- 3.) If housing is not immediately identified, the consumer's name can be placed on a waitlist for six months. If no placement is found after six months, the CM will be notified via fax and/or email that the name is being removed from the waitlist, and a new referral will need to be re-submitted.
  - a. Priority for housing remains as such:
    - i. Psychiatric hospital discharges (HSH, Kahi Mohala, HSH Replacement bed)
    - ii. AMHD consumers
    - iii. CCS consumers
  
- 4.) When housing is available and identified with a housing provider, the housing provider will be sent a copy of the referral packet by AMHD and will be required to facilitate the movement of the consumer to the property within 5 business days.
  - a. If there is a change in case manager/contact information, please update it by contacting the AMHD Housing Services Coordinator.

Please note that if the consumer chooses not to be placed at the time of selection, his/her name may be placed back on the waitlist. A notice will be sent to the Case Manager via fax and/or email confirming the denial.

This new process does not affect the process for transitional or therapeutic bed holds. Please refer to the Provider Bulletin released on 5/6/2019 for additional information.

Please contact Yara Sutton, Program Support Services Manager, at 453-6940 if you have any questions.