



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 for 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. Under the new procedures, AMHD will be responsible for determining the level of care, and 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 housing providers will be as such:

- 1.) When the Housing Provider has an opening, AMHD shall be notified through the emailed Vacancy Report to the Housing Services Coordinator, or designee within AMHD.
- 2.) Once notified, AMHD will utilize the Sharepoint site to provide the Housing Provider with the name of the consumer they will be admitting, and a copy of the referral packet.
 - a. Each Housing Provider can identify 1-2 individuals who will be responsible for retrieving housing referral packets from the Sharepoint site, plus 2 additional uploaders per each neighbor island site (i.e.: Kona, Hilo, Maui, Kauai)
 - b. The supporting documents will include an updated Housing Referral Form (rev. 1/2020) and a questionnaire designed to identify the consumer's current needs and required level of care. AMHD will utilize this and the referral packet in order to identify the consumer's level of care.
- 3.) Once notified by AMHD, the provider shall have up to five days to admit and facilitate the consumer's move into the assigned home.
 - a. If the Housing Provider is unable to provide covered services due to a consumer's past pattern of posing a threat to the Housing Provider's employees or other consumers, AMHD and the Housing Provider shall work conjointly to secure an alternate placement location with the assigned Housing Provider; and/or shall put in place behavioral management contingencies to reduce risk; or, shall place the consumer with an alternate Provider.

- b. The Housing Provider shall not refuse to render services to a Consumer based on a Consumer's age, race, sex, religion, culture, education level, lifestyle, sexual orientation, national origin, ability to communicate language spoken, source of payment for service, and physical disability, or mental condition.
 - c. The Housing Provider shall not have an exclusionary policy that is inconsistent with the Division's guidelines.
- 4.) The Housing Provider will request authorization within thirty days of the admission.
- 5.) If the consumer is coming from HSH, Kahi Mohala or an HSH replacement bed; or if approved by UM or Housing Services, a future bed hold may be requested.
- 6.) If a Housing Provider would like to move a consumer to a higher or lower level of care within the same agency, they would submit the LOC questionnaire to AMHD through the Sharepoint site.
 - a. AMHD will review the questionnaire and approve or deny the request.
 - b. If the request for an internal movement is approved, the provider will be notified by fax and/or email.
 - c. A complete Housing Referral Form is not necessary for consumers moving to a higher or lower level of care within the same agency. The Housing Provider may request updated clinical information as needed from the case manager.

For HUD funded houses, the referral process will be as such:

- 1.) When the Housing Provider has an opening, and they are ready to place a client, AMHD will be notified through an email to the Housing Services Coordinator, or designee within AMHD.
- 2.) AMHD will be responsible for procuring the CES list and verifying AMHD eligibility of the client
- 3.) After verification, AMHD will reach out to case management agencies for a referral packet. AMHD will also check for sex offender status on www.nsopw.org.
- 4.) AMHD will send a copy of the consumer's referral packet to the housing provider for client contact.
- 5.) Once notified by AMHD, the Housing Provider shall have up to five days to facilitate the movement of the consumer to the property of the identified home.
- 6.) The Housing Provider shall request authorization within thirty days of the admission.

Please note that if the consumer chooses not to be placed at the time of selection, the Housing Provider must contact the AMHD Housing Services Coordinator, and the consumer's name will be removed from the waitlist.

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.