

BROOME COUNTY SINGLE POINT OF ACCESS (SPOA)

OUTREACH EXPECTATIONS FOR COMMUNITY RESPITE, FAMILY PEER SUPPORT, AND NON-MEDICAID CARE COORDINATION

Effective 01/01/2020

Introduction

In an effort to streamline waitlists and clarify expectations, Broome County Mental Health Department (BCMHD) has developed guidelines for *Community Respite, Family Peer Support, and Adult and Child Non-Medicaid Care Coordination* programs funded by OMH State Aid. The outreach expectations outlined below are to be considered a supplement to those guidelines to further explain the requirements surrounding outreach.

Outreach Expectations

From the date of assignment or referral from SPOA, programs are expected to conduct outreach via phone, letter, or in-person meeting at least once a week for the first month. If after the first month, no contact or insufficient contact has been made, the program will notify SPOA and work to determine if additional contact information is available.

A total of two months will be allotted for outreach and engagement. If enrollment has not occurred after two months, the individual will be placed back on the waitlist and another individual will be referred or assigned to the program, ensuring that individuals on the waitlist are served in the most efficient manner possible.