


BHS Policies and Procedures	
 <p>City and County of San Francisco Department of Public Health San Francisco Health Network BEHAVIORAL HEALTH SERVICES</p>	<p>1380 Howard Street, 5th Floor San Francisco, CA 94103 (628) 754-9500 FAX (628) 754-9585</p>
<p>Policy or Procedure Title: 24/7 Coverage Requirement for Full Service Partnership Programs</p>	
<p>Issued By: DocuSigned by: <i>imo momoh</i> 360E6E598F1D468...</p> <p>Imo Momoh Director of Managed Care, Behavioral Health Services</p> <p>Effective Date: August 28, 2024</p>	<p>Manual Number: 3.02-22</p> <p>References: CCR, Title 9, Division 1, Chapter 14, Article 6, Section 3620 i(i) and (i)(l); 3200.130; and 13200.150</p>

Technical Revision. Replaces Policy 3.02-22 of July 17, 2018.

Equity Statement: The San Francisco Department of Public Health, Behavioral Health Services (BHS) is committed to leading with race and prioritizing Intersectionality, including sex, gender identity, sexual orientation, age, class, nationality, language, and ability. BHS strives to move forward on the continuum of becoming an anti-racist institution through dismantling racism, building solidarity among racial groups, and working towards becoming a Trauma-Informed/Trauma Healing Organization in partnership with staff, members, communities, and our contractors. We are committed to ensuring that every policy or procedure, developed and implemented, leads with an equity and anti-racist lens. Our policies will provide the highest quality of care for our diverse members. We are dedicated to ensuring that our providers are equipped to provide services that are responsive to our members’ needs and lived experiences.

Purpose:
 Defines the 24/7 coverage requirement for Full Service Partnership (FSP) programs and describes the responsibilities of FSP providers in ensuring that 24 hours a day, 7 days a week, FSP providers are available to respond to members/families to provide after-hours intervention.

FSP Programs use a member- and family-centered approach to assist people diagnosed with severe mental illness (SMI) or severe emotional disturbance (SED) in reaching and sustaining their mental health wellness goals. The 24/7 coverage policy assures that integrated, wraparound services are available 24 hours a day, 7 days a week for FSP members, and when appropriate, the member's family.

Scope:
 This policy applies to all providers of Full Service Partnership services offered through the Behavioral Health Services.

Policy:
 The 24/7 coverage policy requires the following:

- A Personal Service Coordinator/Case Manager (PSC/CM) or other qualified person known to the

member/family will be available to respond to the member/family 24 hours a day, 7 days a week to provide after-hours intervention.

- In the event of an emergency when a PSC/CM or other qualified individual known to the member/family is not available, the FSP program shall ensure that another qualified individual is available to respond to the member/family 24 hours a day, 7 days a week to provide after-hours intervention.

Further, it is recommended that all FSP programs document internal guidelines or policies for ensuring that an FSP provider is available 24 hours a day, 7 days a week, to respond to the member/family to provide after-hour intervention.

Definitions:

- California Code of Regulations (CCR): Codified, general and permanent rules and regulations of state agencies publicized in the California Regulatory Notice Register.
- Full Service Partnership (FSP) Program: The collaborative relationship between the County and the member, and when appropriate the member's family, through which the County plans for and provides the full spectrum of community services so that the member can achieve identified goals. Here, "County" includes contracted agencies delivering Full Service Partnership services.
- Full Spectrum of Community Services: The mental health and non-mental health services and supports necessary to address the needs of the member, and when appropriate the member's family, in order to advance the member's goals and achieve outcomes that support the member's recovery, wellness, and resilience.
- Personal Services Coordinator/Case Manager (PSC/CM): Professionals who assist the member, and when appropriate, the member's family, to access needed medical, educational, social, vocational rehabilitative and/or other community services. "Personal Services Coordinator" is also called "Partnership Services Coordinator" in the Data Collection and Reporting System (DCR).

Contact Person:

Director, Mental Health Services Act, 628-754-9535

Distribution:

BHS Policies and Procedure are distributed by the BHS Quality Management Office and Regulatory Affairs.

Administrative Manual Holders

BHS Programs

SOC Program Managers

BOCC Program Managers

CDTA Program Managers