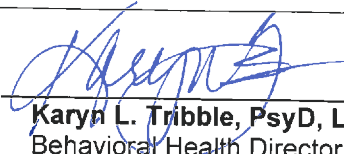




By:   
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Behavioral Health Director

**POLICY TITLE**

**24/7 Coverage Requirement for Children, TAY, Adult, and Older Adult Full Service Partnerships**

**Policy No: 400-1-1**

**Date of Original Approval: 6/19/20**

**Date(s) of Revision(s):**

**PURPOSE**

The purpose of this policy is to define the 24/7 coverage requirement for all Alameda County Behavioral Health (ACBH) Full Service Partnership (FSP) programs and describe the responsibilities of these FSP providers in ensuring that 24 hours a day, 7 days a week, the FSP team is available to provide after hour interventions to the clients/families of the program.

**AUTHORITY**

California Code of Regulations, Title 9, Div. 1, Chapter 14 (MHSA regulations)

**SCOPE**

This policy applies to all Alameda County Behavioral Health (ACBH) FSP providers who serve children, transitioned aged youth (TAY), adult, and older adult beneficiaries.

**POLICY**

This policy establishes that all FSPs will have 24/7 coverage in order to be available to provide after hour interventions.

**PROCEDURE**

The 24/7 coverage policy requires the following:

- I. Each FSP will have a telephone number that is answered by a live person available to the clients/families of the program for after hour crisis needs 24 hours a day, 7 days a week.
- II. Each FSP will orient clients/families on how to access after-hours support during the initial engagement process and throughout the client's time in the program.
- III. The 24/7 number will be available to other providers (i.e. hospitals, crisis residential, supportive housing, etc.) caring for the client to offer after-hours crisis support and care coordination.

- IV. A direct care staff member working in the FSP will be on-call to respond to urgent client/family needs 24 hours a day, 7 days a week to provide field or phone-based crisis interventions as appropriate.
- V. When a direct care staff member working in the FSP is not available, the FSP program shall ensure that another qualified individual is on-call to respond to urgent client/family needs 24 hours a day, 7 days a week to provide after-hours interventions.
- VI. Each FSP program will provide documentation to ACBH upon request to demonstrate compliance with this policy and procedure.

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 consumer to provide after hour intervention.

## **NON-COMPLIANCE**

- I. Definition of non-compliance: Any failure to abide by the stated policy. As an example, an FSP program not having an after-hours phone number available to clients/families or having an after-hours phone number that goes to voicemail rather than a live person answering the phone.
- II. Any failure to comply with this policy may result in formal actions including and up to formal sanctions, as outlined in ACBH Policy #1302-1-1, "Contract Compliance and Sanctions for BHCS - Contract Providers."
- III. Procedures to be completed in the event of a policy non-compliance:
  - a. Reports of non-compliance can be made in writing or verbally to supervisors, and staff shall not face retribution for reporting non-compliance.
  - b. Reports of non-compliance shall be communicated to supervisors and to the appropriate Division Director within 72 hours to ensure timely response and corrective action.
  - c. Any communication that contains protected health information or otherwise confidential information should be sent through secure methods such as email with secure encryption.

- d. Should an emergency situation arise where conformance with this policy is impractical, the supervisor(s) and Division Director(s) will be notified immediately.

## CONTACT

ACBH Office	Current as of	Email
Adult/Older Adult System of Care	12/2/2019	<a href="mailto:Katherine.Jones@acgov.org">Katherine.Jones@acgov.org</a>
Children/TAY System of Care	12/2/2019	<a href="mailto:Lisa.Carlisle@acgov.org">Lisa.Carlisle@acgov.org</a>

## DISTRIBUTION

This policy will be distributed to the following:

- ACBH Staff
- ACBH County and Contract Providers
- Public

## ISSUANCE AND REVISION HISTORY

**Original Authors:** Kate Jones

**Original Date of Approval:** 6/19/20

**Date of Revision:** N/A

Revise Author	Reason for Revise	Date of Approval by (Name)

## DEFINITIONS

Term	Definition
MHSA	Mental Health Services Act
FSP	Full Service Partnership
TAY	Transition Aged Youth