

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL
Community Partnership of Southern Arizona (CPSA)**

Section 10.1 **Members Residing in Boarding Homes**

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10.1.1 Introduction

Community Partnership of Southern Arizona (CPSA) does not place, nor endorse placement of, any individual in a Boarding Home living environment, nor does CPSA monitor these residences for housing quality standards. CPSA notifies its Comprehensive Service Networks (Networks) that have members residing in Boarding Homes of concerns that have been brought to the attention of CPSA staff. Although CPSA does not monitor any Boarding Homes for housing quality standards or compliance with licensure regulations, this procedure intends to assist Network staff in assessing living environment and clinical concerns of members and sets up a process for notification of issues needing follow up.

10.1.2 References

None

10.1.3 Scope

This section applies to CPSA and Network staff.

10.1.4 Objectives

To establish the process by which CPSA acts solely as the designated point of contact for community-based concerns regarding Boarding Homes and to develop tools for use by Network staff to assess and address Members' clinical needs while residing in Boarding Homes.

10.1.5 Definitions

[Boarding Home](#)

10.1.6 Procedures

10.1.6-A. Receipt of a Concern

When CPSA receives a telephone call or written concern regarding a Boarding Home, the CPSA Network Manager (Manager) for Persons with Serious Mental Illness, or designee, is

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notified. The Manager alerts the identified Network contact person in writing within two (2) business days of receipt of the concern. The alert contains the following information:

- Address of the Boarding Home;
- Name of the home owner or operator;
- Area of concern; and
- Name of party raising the concern.

10.1.6-B. Network Responsibilities

Upon notification by the Manager, the Network assesses any and all Members residing in the Boarding Home utilizing the Boarding Care Home Resident Assessment Tool (see [P.M. Form 10.1.1](#)).

If a Network has a Member residing at the residence, the Network is responsible for assuring that Network assesses the current status of the Member. The Network staff who attends this visit is responsible for notifying the Member's treatment team.

A concern identified for any resident is made know to the Member's clinical team and documented in the clinical record.

Any action taken to ensure the safety and well-being of the Member is the responsibility of the Network, including provision of a higher level of case management, provision of intensive wrap-around services, or assisting the Member, if they choose, in relocation.

10.1.6-C. Review

Networks submit a Quarterly Summary of Resident Assessments (see [PM Form 10.1.2](#)) to the Manager reflecting issues identified and corrective actions taken. This summary will be incorporated into the Quarterly Aggregate of Known Members Living in Boarding Homes to:

- Network contacts;
- Human Rights Committee; and
- CPSA Member Services

On an annual basis CPSA will review a sample of assessment tools and member records to identify trends and confirm that issues identified are being addressed.