

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

SECTION 10.12

BOARDING HOME PROTOCOL

I. Purpose

- A. To ensure the safety and well being of all CPSA members and to utilize the boarding home alert procedure as a mechanism to ensure that all alerts are addressed in a timely and efficient manner.
- B. To ensure Networks utilize sound clinical procedures and follow up practices that lead to appropriate outcomes for members.
- C. To strengthen collaboration between CPSA and the Networks toward improving the quality of life for all members.

II. Target Population

Adults

III. Guidelines

- A. CPSA does not place, nor endorse placement of any individual in a boarding or supervisory care home nor does CPSA monitor these residences for housing quality standards.
- B. All Networks will follow the boarding home alert procedure as a method to identify and assess the living environment, clinical concerns and safety of all members.
- C. CPSA will notify the Networks of the boarding home alert and give the Network a required timeline in which to assess the living environment and the member to determine the most appropriate action. This assessment will require a face-to-face visit with the member.
- D. The Networks will determine if provisions need to be made to assist the member in relocating, increase level of clinical care, increase wrap around services and notify appropriate entities to support the action plan.
- E. Networks will notify CPSA electronically (by email) of the outcome within the time designated on the alert. Some alerts may require that the Network respond immediately given the urgency and nature of the alert. If CPSA deems the plan inappropriate and not in accordance with sound clinical practice and care then CPSA reserves the right to ask the Network to reassess and follow up with a revised plan. This may require that the Network perform another on-site visit to reassess and report back with a satisfactory outcome.
- F. Networks will be required to supply CPSA with a designated contact person and additional alternate person, along with contact numbers (office and cell phone and/or pager). CPSA to be notified of any changes to contact person, alternate contract and/or telephone numbers to facilitate clear and ongoing communication.
- G. In order to facilitate the Alert process, contact person must be able to access information showing members living in boarding homes and location of those homes. Contact must

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have this information available on a timely basis – within 24 hours of an Alert being issued.

- H. CPSA and the Networks will work together to enhance the boarding home alert procedure to ensure the safety and well-being of it's members and implement appropriate steps to keep pace with current boarding home trends.
- I. A quarterly summary report is compiled and sent by CPSA Management to the Human Rights Committee.