

HEALTH CARE AGENCY/MENTAL HEALTH SERVICES  
ADULT COMMUNITY SERVICES  
POLICIES AND PROCEDURES

Section & Page: 600.06.01  
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Approved By: *D. Boston*  
 New  Revision

Change Notice: # \_\_\_\_\_

SUBJECT: L.P.S. Designation of Mental Health  
Outreach Services

PURPOSE:

To identify the criteria, procedures and stipulations governing the designation of specialized Outreach Services provided by designated facilities.

SCOPE:

Specialized Outreach Services can be provided by approved Orange County designated facilities whereby authorized psychiatric staff from such facilities can provide extramural psychiatric evaluation and assessment services within the community as specified by the local Mental Health Director. Designation of specialized Outreach Services is to enhance the overall service delivery capacity of the Mental Health system within Orange County. Designation to provide outreach services shall only be provided to authorized facilities that are designated to evaluate and treat persons under W & I Code involuntary detentions as recommended by the local Mental Health Director and approved by the Board of Supervisors and the State of California Department of Mental Health; and who meet specialized criteria as defined by the local Mental Health Director.

METHOD:

A. Criteria

1. Only facilities within Orange County which have been designated by the local Mental Health Director, the Board of Supervisors and State of California Department of Mental Health may perform Outreach Services (\*).
2. A designated facility shall demonstrate that Outreach Services are autonomous from other treatment services provided within the facility. A specialized Outreach Service component of a designated facility shall have at a minimum:
  - a. Policies and procedures, which reflect the stipulations outlined in Section D of this document,
  - b. A Program Director who is responsible for the coordination, overall operational management, and scheduling staff. Staff involved must meet the stated criteria in #3 of this Section, and
  - c. Quality assurance monitoring.

(\* See Orange County HCA/Mental Health Policy on Designation of Facilities for involuntary detentions of mentally disordered persons.

3. Psychiatric staff assigned to the Outreach Services shall: meet requirements and qualifications as defined in W & I Code, Section 5150, complete prescribed and approved HCA training, and demonstrate competency of pertinent LPS statutes and patients' rights as prescribed by the local Mental Health Director (see also Policies on Designation of Individuals to Exercise Authority to Initiate 5150).

B. Procedures for Initial Designation

1. The Medical Director of a designated facility will approve and designate psychiatric staff for the Outreach Services.
2. The Medical Director of a designated facility will submit, in writing to the local Mental Health Director, the following:
  - a. Conformance with the criteria in Section A (above),
  - b. Names of persons - including identification of Program Director - who will be assigned to Outreach Services, and
  - c. Verification of persons assigned, knowledge of pertinent LPS statutes and patients' rights.
3. The local Mental Health Director or designee shall review:
  - a. Outreach Services policies and procedures manuals,
  - b. Staff qualifications to determine conformance with W & I Code and HCA requirements, and
  - c. Quality assurance monitoring mechanism.

This review may be carried out at the designated facility where the Outreach Services will be based.

4. If a facility is found not to be in compliance with the criteria in Section A, the request for Outreach Service designation will be returned to the Medical Director of the facility accompanied by a statement enumerating the criteria which are not in compliance.
5. If a facility is found to be in compliance, a summary of the findings of the review, along with recommendations for Outreach Service designation by the local Mental Health Director, will be submitted to the Board of Supervisors.
6. The local Mental Health Director or designee will notify the Medical Director in writing of the Board of Supervisors' concurrence or non-concurrence with the recommendations for the special designation.

\* See policy for Processing Applications and Maintaining Information related to designation.

7. Professional staff providing specialized outreach services will be designated at the same time as the Outreach Service. These staff will be formally processed through HCA/Mental Health for issuance of 5150 cards and for collection of required information to complete the master control roster.

C. Procedures for Renewal of Outreach Services Designation

Designation of Outreach Services shall be valid for two calendar years.

1. The local Mental Health Director or designee shall perform a review of the facility's Outreach Services prior to the expiration of the designation. This review shall specifically look for compliance with criteria in Section A and with the stipulations of designation in Section D of this policy. In addition, the Mental Health Director shall consult with the County's Patients' Rights Advocate concerning the facility's compliance with patients' rights regulation and cooperation with the advocate.
2. Once within the assigned two year validation period, all Outreach Services staff must demonstrate completion of prescribed and approved HCA training program which includes W & I Code update relating to involuntary detainment and treatment, LPS Act amendments and current Patients' Rights interpretation.
3. The local Mental Health Director shall recommend to continue or discontinue Outreach Services based on findings of the site review. If corrective action is needed the local Mental Health Director may require specific remedial action. If a facility fails to comply, a temporary suspension of the facility's designation for specialized Outreach Services for a period of time not to exceed sixty (60) days (for the purposes of corrective action and assurance of future compliance), or a recommendation to the Board of Supervisors to withdraw designation of Outreach Services may result.

D. Stipulations of Outreach Services Authority

1. Outreach service shall be a community service whose staff will consider the most appropriate, least restrictive level of care when referring individuals for mental health services.
2. Outreach Services shall have a comprehensive and current referral source list in order to provide appropriate disposition and advocacy for individuals being served.
3. The Outreach Services shall be operational 24 hours a day, 7 days a week.
4. Records for all telephone calls requesting Outreach Services shall be maintained for at least four (4) years and contain at least the following minimum information:
  - a. Identification of client and vital statistics (i.e., address, date of birth, etc.)

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- b. The time and date the request was received
  - c. The referral source or person requesting Outreach Services
  - d. Identification of problem
  - e. Disposition (i.e., if Outreach Service was initiated; if not, what recommendations were made)
  - f. Name of Outreach Services personnel taking call
5. Outreach staff may enter only into the following community services within Orange County.
- a. Medical Emergency Rooms
  - b. Law enforcement agencies
6. Under no circumstances shall Outreach Services staff enter a private residence for the purpose of initiating involuntary 5150 detention.
7. Records for all direct Outreach Service contacts will be maintained for at least seven (7) years and shall contain the following basic information:
- a. Time the field contact was initially requested
  - b. Time the Outreach Service staff arrived at the community site
  - c. Referral source or person requesting Outreach Services
  - d. Site of the evaluation (address)
  - e. The client's identification and vital statistics
  - f. The reason for the contact/identified problem
  - g. The treatment provided and the disposition (i.e., crisis consultation, 5150 detention and receiving facility, or referral for follow-up services)
  - h. The Staff member's name that performed Outreach Service
  - i. Time the field contact concluded
8. Outreach Services staff shall respond to a service site within forty (40) minutes of receiving a telephone call requesting services.
9. Outreach Service staff shall not dispense prescriptions or medications of any type.

*med. floors?*

*Mobile Standards of  
practice  
1 hr ETA when poss.*