



Aging and Disability Services Administration (ADSA) Coordination Plan

No: AS1003

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Revisions:

Document Scope: (applies to Policy & Procedure only)

- The requirements herein apply only to the GCBH Central Office and its functions.
- The requirements herein apply, verbatim, to GCBH and its network providers².
- The requirements herein apply both to GCBH and its network providers². Additionally, network providers must have internal documents outlining their processes for implementing the requirements, insofar as they relate to actions for which network providers are responsible.

I. BACKGROUND:

GCBH, its network providers and ADSA, through DSHS Home and Community Services (HCS) regions 1, 2 and 6 and its provider, Southeast Washington Office of Aging and Long Term Care (ALTC), have collaborated and agreed to follow this plan and distribute it to appropriate staff in the combined efforts to coordinate care in serving consumers with mental illness issues.

II. PURPOSE:

The purpose of this plan is to provide clarification of roles and responsibilities of the allied systems in serving consumers to ensure that mental health issues are effectively treated, providing them with the opportunity to achieve their personal goals.

III. PLAN:

A. Roles and responsibilities:

1. GCBH and its network providers will carry out the activities described below:
 - a. Provide the full range of crisis response services, including outreach intervention and evaluation for psychiatric hospitalization under the Involuntary Treatment Act, on a 24-hour basis, for consumers in crisis referred for emergency mental health services.
 - b. Provide a mental health assessment and determination of eligibility for every Medicaid enrolled consumer who requests mental health services.
 - c. Ensure services meet appropriate quality standards of care.
 - d. For consumers mutually served, where coordination is

necessary, GCBH and/or its provider network requests a release of information from the consumer in order to allow the mutual sharing of information between the systems.

- e. Work collaboratively with ADSA and shared consumers to improve coordination of care and long-term services.
- f. Ensure responsiveness to consumers and public issues and concerns.
- g. Attempt to provide crisis support in the community whenever appropriate. When psychiatric hospitalization is necessary, GCBH will coordinate treatment planning, discharge and crisis planning with allied systems, as appropriate.
- h. Provide culturally competent and sensitive services to mutually served consumers. When needed, Interpreter services will be funded by GCBH network providers for the delivery of mental health services.
- i. Comply with current contracts and/or agreements established with the Division of Developmental Disabilities (DDD) and Home and Community Services (HCS) regions 1, 2 and 6.
- j. Participate in DDD related state and federal surveys as required to comply with the Allen-Marr decision.

2. ADSA and ALTC will:

- a. Use best efforts to ensure eligible consumers receive quality services, which meet their needs and recognize their capabilities and maximizes their independence.
- b. Use best efforts to assure the provision of quality long-term care services, including adult family homes, assisted living, adult residential care and home care.
- c. Request that a release of information be signed by the consumer when exchange of information is necessary.
- d. Use best efforts to work collaboratively with GCBH, its network providers and shared consumers to improve coordination of care and long-term care services.
- e. Comply with current contracts and/or agreements established with the Division of Developmental Disabilities (DDD) and Home and Community Services regions 1, 2 and 6 (HCS).

B. Processes for sharing of information related to eligibility, access and authorization:

GCBH and its network providers will provide informational documents to ADSA and ALTC related to eligibility, access, authorization and services and other information necessary for ensuring continuity of care across systems.

C. Identification of needed local resources, including initiatives to address those needs:

1. GCBH, its network providers, ADSA and ALTC will use best efforts to collaborate to identify needed local resources, including initiatives to address those needs.
2. GCBH is in the process of development and implementation of a PACT program for adults. Once this program is implemented it will be included in the continued efforts of GCBH, its network providers, ADSA and ALTC to collaborate to address needed local resources, identify gaps and develop initiatives to address local needs.

D. Process for facilitation of community reintegration from out-of-home placements:

1. GCBH and/or its provider network will use best efforts to include the ADSA and ALTC in crisis planning and short-term psychiatric hospital discharge planning as appropriate and in accord with formal current contracts and/or agreements with the DDD and HCS.
2. GCBH and/or its provider network, ADSA and ALTC will use best efforts to collaborate to facilitate treatment planning at the community level to assure that shared adult consumers are discharged from Eastern State Hospital (ESH) into supportive community settings.

E. Process to address disputes related to coordination services or payment responsibility:

GCBH and the ADSA recognize that circumstances may arise which may create barriers to smooth coordination of services. Therefore, best efforts will be made to resolve issues at the lowest level possible. If necessary individuals may contact the GCBH Care Coordinators and/or GCBH network providers or an ADSA administrator, or ALTC to resolve the dispute.

F. Process to evaluate progress in cross-system coordination and integration of services:

GCBH, its provider network, ADSA and ALTC are committed to continuous quality improvement. Complaints or issues regarding collaboration and coordination are responded to as they arise. In response to findings, all parties will make reasonable efforts to improve collaboration and change service delivery so as to meet community needs and within available resources. Information regarding system issues will be communicated to the GCBH Regional Advisory Board for their review and recommendations and to the GCBH Board of Directors for their review and action.