



Subject: Clinical Practice	Procedure: Outreach to Persons Served	
Last Updated: 07/05/2022	Owner: MCCMH – Clinical Division	Pages: 4

I. PURPOSE:

To provide operational guidance to Macomb County Community Mental Health (MCCMH) directly operated and contract providers who conduct outreach to persons served when an unplanned discharge occurs or an initial appointment is missed.

II. DEFINITIONS:

A. Missed Appointments

An appointment scheduled but not attended or rescheduled by a person served.

B. Service Provider

An agency or organization directly operated or under contract with MCCMH to deliver services to persons served.

C. Unplanned Discharge

When a person served terminates services before a comprehensive transition plan can be developed and/or completed.

D. Established/Current Person Served

An individual receiving services through MCCMH who is authorized for services and has participated in treatment with a primary provider within the MCCMH network.

E. Prospective /New Person Served

An individual seeking services through MCCMH who is not currently authorized for services and has not yet participated in treatment with a primary provider within the MCCMH network.

III. PROCEDURE:

A. When an unplanned discharge occurs, MCCMH staff make every available effort to develop and complete a discharge/transition plan for individuals to ensure continuity of care.

B. MCCMH staff document all attempts to re-engage individuals in the person's electronic medical record (EMR).

C. Attempts to re-engage individuals in services and supports may include:

1. Attempts to locate the person at their last known residence;
 2. Sending an outreach letter; and
 3. Attempts to contact the person using all available resources and stage wise treatment matching interventions (based on the person's current stage of change).
- D. Individuals leaving services against treatment advice (ATA) are provided education regarding the risks associated with an early discharge.
- E. An updated assessment/intake must be completed for established persons served who have not received services for 90 days.
- F. When a current or prospective person served misses their first scheduled appointment:
1. Within the first **seven (7) calendar days**:
 - a. An initial call is attempted within 24 calendar hours of the missed appointment, ideally at the time of the missed appointment.
 - b. At least one additional phone call is attempted and documented in the person's EMR. Calls should be made at varying times, and if feasible, at times associated with previous successful contacts.
 - c. At least one outreach letter (Exhibit A) specific to the needs/risk level of the person is sent.
 - i. The outreach letter is scanned and uploaded to the person's EMR under the "Other Service Planning Documents" section.
 - ii. The letter should include a date for a face-to-face contact, drop by appointment date/time/location, or day/time to expect a phone call.
 - d. Prospective persons served will receive a Notice of Adverse Benefit Determination (Due Process Advance Notice) outlining the date their case will be closed (14 days from date of notice). This will conclude the outreach process for prospective persons served.
 - e. For current persons served, the outreach process will continue as follows.
 2. Between **Days 8-14**:
 - a. At least two additional phone calls are attempted and documented in the person's EMR. If possible, calls should be made at varying times and at times associated with previous successful contacts.
 - b. When there is signed consent, staff may attempt to reach emergency contact numbers, schools, and other applicable entities.

- c. If possible, one of the calls should include a voicemail indicating a primary case holder will attempt to visit the person's home in the next 10 days to assist with eliminating any engagement barriers.

3. Between **Days 14-15:**

A Notice of Adverse Benefit Determination (Due Process Advance Notice) is mailed to the person outlining the date their case will be closed. The Notice includes all relevant outreach information that has occurred to date (Exhibit B). The Notice of pending case closure will end 30 days after the missed appointment.

4. Between **Days 16-21:**

- a. A primary case holder will attempt at least one home visit and/or request a wellness check from law enforcement to assist the person in eliminating barriers that may prevent them from attending appointments.
- b. At least one final phone call is attempted.

5. Between **Days 21-28:**

A final outreach letter is sent (Exhibit C). This letter includes a brief synopsis of all contact attempts and information regarding the pending case closure (if contact cannot be made).

6. By **Day 30:**

The person's record can be closed after a 30-day engagement process occurs and contact has not been made with the person.

7. By **Day 31:**

- a. A discharge summary is completed in the EMR to close the person's record.
- b. A discharge summary is provided to the person if contact information is available.
- c. A discharge plan may include but is not limited to:
 - i. Instructions to maintain support and treatment outcomes;
 - ii. Relapse prevention and recovery;
 - iii. Instructions for crisis intervention;
 - iv. Notification to other involved providers/supports persons; and
 - v. A summary of a person's strengths.

IV. EXHIBITS

A. Outreach Letter Example

Exhibit A- Outreach Letter Example

Dear _____,

I hope you are doing well.

Over the past few weeks, I have not seen you for our scheduled appointment(s) or been able to reach you. I have called you and your emergency contacts several times to check in but have been unable to contact you. I hope my not hearing from you means that you are feeling better, but if not, I hope you will remember that we are here if you need us.

Please know that I want to continue to be here for you, both to listen and to talk about how our working together is helping or not helping you. Also, I am happy to see if I can offer any community resources that might be helpful to you.

I look forward to speaking with you soon, hopefully, for an update on how you are doing, and to offer any support that I can. Please call me at XXX-XXX-XXXX and if I am not available and you need immediate assistance, you can ask for the clinic manager/supervisor. If you require assistance after-hours, please contact the (site) on-call at XXX-XXX-XXXX.

Hope to hear from you soon,
