

	County of Sacramento Mental Health Division Adult Mental Health Services	Policy No.	05-02
		Issued Date	07-09-07
		Revision Date	
AREA: Outpatient Services	TITLE: Regional Support Team (RST) 120-Day Report		
Approved by:	Approved By:		
Margret Gerriets, LCSW Program Coordinator	Sandy Damiano, PhD Chief		

I. POLICY

Regional Support Team (RST) service standards state that RSTs shall take all necessary actions to ensure that a minimum of 90% of all clients referred will have face-to-face contact with staff at least one time per 120 days. A 120-Day Report is compiled and distributed monthly to each RST Director to review service activity and take actions as indicated.

II. DEFINITIONS

A. 120-Day Report:

1. The 120-Day Report is based on Client Activity Tracking System (CATS) information and is compiled by the Research, Evaluation and Performance Outcome (REPO) staff the third week of each month.
2. The report indicates clients who are open to a site and have had no face-to-face contact for 120 days or more. For each client that has had no face-to-face contact for 120 days or more, the report indicates the admission date, the date of last service, the client name, and the client identification number.
3. The report is created no more than three working days prior to the date distributed.

III. PROCEDURE

A. Report Distribution:

1. The Contract Monitor distributes the 120-Day Report to the RST Director or their designated representative at the RST Meeting, which is held on the 4th Wednesday of every month.
2. The number of clients for each RST with no face-to-face services in 120 or more days is indicated on the monthly Caseloads Report which is also distributed at the monthly RST Meeting.

B. Utilization of the 120-Day Report:

1. The 120-Day Report shall be reviewed by the RST Director or their designee to evaluate client status and/or need for discharge. Discharge is recommended when any of the following discharge criteria are met. The client:
 - a. Has met all treatment goals and is not receiving mental health services;
OR
 - b. Location is unknown and documented attempts to contact client have been unsuccessful; OR
 - c. Receives services from another mental health provider within Sacramento County, including public/private entities; OR
 - d. Has moved out of Sacramento County; OR
 - e. Does not meet medical necessity or other program criteria; OR
 - f. Refuses or declines services; OR
 - g. Is deceased.

2. The number and percent of clients with no face-to-face services in 120 or more days will be indicated on the monthly County / RST Administrator Meeting Summary.
 - a. If the 120-Day Report contains inaccurate information, the RST Director or designee notifies the Contract Monitor of the errors. The Monitor adjusts the percentage accordingly.
 - b. If the percent of clients not seen in 120 days or more exceeds the RST Service Standards contract provision of 10%, the RST Director submits a plan to reduce this percentage within fifteen days and includes anticipated timeframes for accomplishment of the reduction.
 - c. If the plan does not result in meeting the target, further actions may be indicated.

Form References:

N/A

IV. REFERENCES	Related Policies & Procedures	State/Federal Codes/Other References
	05-01 RST / IST Admission & Discharge Criteria	N/A
V. CONTACTS	Name	E-mail
	Margret Gerriets, LCSW Mental Health Program Coordinator RST Contract Monitor	gerrietsm@saccounty.net
VI. SCOPE	<input checked="" type="checkbox"/> Mental Health Staff	<input checked="" type="checkbox"/> Adult Contract Providers
	<input type="checkbox"/> Mental Health Treatment Center <input type="checkbox"/> Specific grant/specialty resource	<input type="checkbox"/> Children’s Contract Providers