NORTHERN NEVADA ADULT MENTAL HEALTH

POLICY AND PROCEDURE

SUBJECT: WAITING LIST MANAGEMENT

NUMBER: NN-PC-AD-06

ORIGINAL DATE: 4/21/2011

REVIEW/REVISE DATE:

APPROVAL: ____________Rosalyne Reynolds {s}_______________, Agency Director

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I. PURPOSE:

The purpose of this policy is to define the process used to manage waiting lists, which may exist in any of Northern Nevada Adult Mental Health Services (NNAMHS) programs.

II. POLICY:

It is the policy of NNAMHS to assure that the waiting lists are regularly reviewed, fair, and ensure the most rapid service available to consumers.

III. REFERENCES:

A. MHDS Division Policy 4.044 Waiting Lists for Mental Health Agencies & Developmental Services Agencies

B. Desktop Links: Waiting List Reporting Form.

IV. DEFINITIONS

A. Unserved Person: Someone requesting a service they do not currently receive and an opening in the service they are requesting is not available.
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V. PROCEDURE:

1. Waiting lists for NNAMHS services are only used when existing resources cause a temporary inability of the program to serve any additional consumers and there are no other appropriate services available in the community available for the consumer.

2. Waiting lists may be utilized by any program/service provided at NNAMHS.

   A. Waiting lists are maintained separately for each program/service.

3. Consumers are added to the waiting list in order of contact with NNAMHS.

   A. Consumers are placed on the waiting list in ascending order from earliest date of placement on the waiting list to the most recent date.

4. The Agency Director, or designee, may approve a move of a consumer to active service, based on urgent clinical needs, regardless of their order of entry on the waiting list.

5. The program/service, which has the consumer listed on their waiting list, is responsible for contacting the consumer a minimum of once every 30 days. This contact will:

   A. Determine the current needs of the consumer.

   B. Determine the continued interest/willingness of the consumer to receive the service(s).

   C. Determine if the consumer has begun receiving equivalent services from a community provider.

   D. Inform the consumer of their current place on the waiting list.

6. The staff contacting the consumer must document the result of the contact, which may include noting they left a message, that there was no answer, or the contents of a direct conversation with the consumer.

A. If no current phone number or no contact is made within 5 days of a message or following 2 phone call attempts, a letter will be sent to the last known address of the consumer.

i. The letter will indicate that if a consumer fails to respond to the agency within 10 working days from the date of the letter, they will be removed from the waiting list.

ii. A copy of the letter will be placed in a file in the program office. If the consumer enters services, the letter will be placed in their permanent file.

7. When a vacancy or opening occurs, the person on the waiting list the longest will be contacted.

A. If they do not respond within 5 days of leaving a voice message or two phone call attempts, they will be removed from the waiting list.

i. A letter will be sent to the consumer to inform them they have been removed from the waiting list and the process of reapplication for services.

B. After 5 days of no contact, the next person on the waiting list will be contacted.

8. Any consumer on a waiting list for more than 89 days will be reviewed by the program manager or supervisor to determine current needs.

A. If consumer needs indicate immediate clinical needs/risk, the Agency Director, or designee, will be contacted to determine appropriate available action.

9. Reporting of waiting list data will be completed on a program/service and agency level.

A. Programs/Services will report the following information on the reporting form located on desktop links.

B. The form will be submitted to the Performance Improvement Department by the 5th of each month for compilation.

C. The results will be reported monthly in the Accreditation Leadership meeting.

WAITING LIST REPORTING FORM

Program Reporting:_____

Report for the month of: _____

1. Total number on Waiting List _____
2. Total number of consumers on the list per time frame

   _____ 0-30 day's _____31-60 days _____ 61-90 days

   _____ > 90 days
3. Results of contacts with Consumer (total numbers)

   _____ Contacts completed

   _____ Unable to contact after 2 attempts

   _____ No contact within 5 days of leaving a voice message

   _____ # letters sent after message
4. Reasons for removal from waiting list.

   _____ Consumer admitted to service and removed from list

   _____ No response to letter sent

   _____ Consumer no longer desires/needs services and requests removal

   _____ Consumer obtained equivalent services in the community

   _____ Consumer unable to begin services in next 90 days (i.e. in jail)
5. Total number removed from list during month _____