


**BHS Policies and Procedures**

 <p>City and County of San Francisco Department of Public Health San Francisco Health Network BEHAVIORAL HEALTH SERVICES</p>	1380 Howard Street, 5th Floor San Francisco, CA 94103 415-255-3400 FAX 415-255-3567
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**POLICY/PROCEDURE REGARDING: 24/7 Coverage Requirement for Full Service Partnership Programs**

Issued By: Kavous Ghane Bassiri, LMFT, LPCC  Director of Behavioral Health Services  Effective Date: July 17, 2018	Manual Number: 3.02-22  References: CCR, Title 9, Division 1, Chapter 14, Article 6, Section 3620 (i) and (i)(1); 3200.130; and 3200.150
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**New Policy.**

**Purpose:**

The purpose of this policy is to define the 24/7 coverage requirement for Full Service Partnership (FSP) programs, and describe the responsibilities of FSP providers in ensuring that 24 hours a day, 7 days a week, FSP providers are available to respond to the client/family to provide after-hour intervention.

FSP Programs use a client- and family-centered approach to assist people diagnosed with severe mental illness (SMI) or severe emotional disturbance (SED) in reaching and sustaining their mental health wellness goals. The 24/7 coverage policy assures that integrated, wraparound services are available 24 hours a day, 7 days a week for FSP clients, and when appropriate, the client’s family.

**Scope:**

This policy applies to all providers of Full Service Partnership services offered through the Behavioral Health Services (BHS) Division of the San Francisco Department of Public Health.

**Policy:**

The 24/7 coverage policy requires the following:

- A Personal Service Coordinator/Case Manager (PSC/CM) or other qualified person known to the client/family will be available to respond to the client/family 24 hours a day, 7 days a week to provide after-hour intervention.
- In an event of an emergency when a PSC/CM or other qualified individual known to the client/family is not available, the FSP program shall ensure that another qualified individual is available to respond to the client/family 24 hours a day, 7 days a week to provide after-hour intervention.

Further, it is recommended that all FSP programs document internal guidelines or policies for ensuring that an FSP provider is available 24 hours a day, 7 days a week, to respond to the client/family to provide after-hour intervention.

**Abbreviations & Definitions:**

- California Code of Regulations (CCR): Codified, general and permanent rules and regulations of state agencies publicized in the California Regulatory Notice Register.
- Full Service Partnership (FSP) Program: The collaborative relationship between the County and the client, and when appropriate the client’s family, through which the County plans for and provides the full spectrum of community services so that the client can achieve identified goals. Note: “County” includes contracted agencies delivering Full Service Partnership services.
- Full Spectrum of Community Services: The mental health and non-mental health services and supports necessary to address the needs of the client, and when appropriate the client’s family, in order to advance the client’s goals and achieve outcomes that support the client’s recovery, wellness, and resilience.
- Personal Services Coordinator/Case Manager (PSC/CM): Professionals who assist the client, and when appropriate the client's family, to access needed medical, educational, social, vocational rehabilitative and/or other community services. “Personal Services Coordinator” is also called “Partnership Services Coordinator” in the Data Collection and Reporting System (DCR).

**Contact Person:**

Director, Mental Health Services Act, 415-255-3736

**Distribution:**

BHS Policies and Procedures are distributed by the Behavioral Health Services Compliance Office

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