



Enriched Residential Care Participant Exit and Transfer Policy

Issue Date: January 31, 2023

Effective date: Immediately

Purpose

This policy provides guidance to enriched residential care (ERC) facilities where program participant residency is funded by the Department of Mental Health (DMH) or the Department of Health Services (DHS) via the Housing for Health (HFH) or the Office of Diversion and Reentry (ODR) programs.

Policy Statement

Facilities must adhere to the policies for exits and relocations outlined below. Contact your DHS program manager or DMH facility liaison for more information.

Exits:

Exits requiring an Exit Form to be completed and submitted to the appropriate funder are defined as:

1. A participant leaving a facility and not expected to return
2. A participant leaving a facility with an unknown return date
3. A participant who left a facility and did not return on their scheduled date

*See Article 3 Section 3.2 (b), (c) of the Facility Subsidy Agreement

Absence:

Circumstances in which a participant is expected to return to the facility and an exit form is **NOT** required to be submitted by the facility administrator are considered an “absence” from the facility. The following are examples of absences:

- Visiting family and friends
- Health/Mental Health appointments/ procedures, pharmacy visits
- Daily outings: breakfast, lunch, dinner, shopping, wellness, community outings, etc.

Participants are allowed up to 30 days for a scheduled visit away from the facility. If the participant does not return to the facility within that period, they will forfeit their bed and their absence will then be considered an Exit.

When a participant exits a facility without notice or does not return on their scheduled return date, the facility operator is required to submit an exit form to DHS/DMH within 3 days or 72 hours of the participant’s exit (this includes weekends).

Submitting an exit does result in immediate bed closure.

The Exit Form notifies the DHS/DMH and its contracted partners of the participant's status, location, the reason for an exit, and the date of exit. If a participant returns to the facility, after an Exit Form has been submitted, the facility operator must notify DHS/DMH to immediately reinstate the participant's placement.

Facility operators are required to submit an Exit Form within 3 days of a participant's exit; failure to do so will result in the facility's forfeiture of the 30-day notice to exit and associated payment. Payment will immediately be stopped, and the bed slot will be closed. If a facility receives payments that are later found to be for an unauthorized expense, e.g., accepting payment for an exited participant, the facility administrator is required to repay the funds in full. If payment is not received promptly, facility administrators must enter into a Repayment Agreement which includes an agreed-upon schedule for repaying DHS/DMH via Brilliant Corners.

If a facility does not submit an exit form as required, twice or more within a 12-month period, DHS/DMH reserves the right to cease referrals to the facility and may also make plans to relocate existing residents' consent.

NOTE: Unique situations may qualify as an exit. We reserve the right to define based on the circumstances.

Relocations:

Relocation is when a participant leaves a facility for another ERC facility and may be initiated by the participant's family, case manager, facility operator, or DHS/DMH.

The facility operator must always obtain approval from DHS/DMH prior to relocating a participant from one facility to another before the participant relocates. DHS/DMH will grant or deny the request via email before any participant can relocate. If approved and once the relocation date is determined, the facility operators must submit a relocation form as described above. A participant cannot be relocated without agency approval.

If a facility does not obtain approval by DHS/DMH of a participant's relocation prior to the relocation occurring, the facility will forfeit the 30-day notice and the associated payment. In the event a facility does not notify DHS/DMH twice or more within a 12-month period, before a participant's relocation, DHS/DMH reserves the right to cease referrals to the facility.

The following relocations do not qualify for the 30-day payment associated with relocations:

- To facilities under the same ownership or management without prior approval from DHS/DMH,
- At the request of DHS/DMH with at least 30 days' notice to the facility operator, or
- Initiated by the facility operator for reasons other than the immediate health and safety of the participant and without prior approval from DHS/DMH.

*See Article 3 Section 3.5 of the Facility Subsidy Agreement



In the event an emergency occurs after hours or over the weekend that necessitates the participant's relocation to secure their safety or the safety of others, DHS/DMH must be notified the next business day. The 30-day payment is at the discretion of DHS/DMH on a case-by-case basis.

If a facility receives payments that are later found to be for an unauthorized expense, e.g., accepting payment for a relocated participant, the facility administrator is required to repay the funds. If payment is not received promptly, facilities must enter into a Repayment Agreement which includes an agreed-upon schedule for repaying DHS/DMH via Brilliant Corners.

Please note that facility operators should always maintain current records of all DMH and DHS program participants within their facilities, inclusive of exits and relocations, and submit these records to the respective agencies at the applicable agency's direction (i.e., DMH or DHS).

Participant Death:

Facilities must send an incident report to DHS/DMH in the event of a participant's death as soon as possible, and at least within 24 hours of learning of the participant's death. A copy of the Community Care Licensing required death report must be submitted to DHS/DMH within five business days. DHS/DMH does not offer a 30-day notice and will forfeit the 30 days payment when a participant's death occurs.