

<b>CHELAN-DOUGLAS RSN/PIHP POLICY AND PROCEDURE MANUAL</b>		Chapter:	1.7
Title:	INTRODUCTION AND ADMINISTRATIVE POLICIES	Page:	1 of 2
		Date Effective:	July 1, 2002
Subject:	AWARENESS OF SERVICES	Date Revised:	May 1, 2005
		Authorizing Signature:	

**AUTHORITY:** Guiding Principle(s): Accessible  
WAC 388-865-0221, Public Awareness of Mental Health Services

**SCOPE:** This policy applies to Chelan-Douglas Regional Support Network/Prepaid Inpatient Health Plan (CDRSN/PIHP) and its contractors (agencies/providers), and subcontractors (referred to as contractors or agencies or providers throughout this policy).

**PURPOSE:** This policy directs CDRSN/PIHP and its contractors to take active measures to inform individuals on the availability of community mental health services.

**DEFINITIONS:** n/a

**POLICY:**

- A. Outreach and education shall be provided on the availability and means to access mental health services. This shall occur through a variety of methods including, but not limited to:
  1. Disseminating and posting brochures and other materials regarding:
    - a. Describing services and hours of operation that are appropriate for all individuals, including those who may be visually impaired, limited English proficient, or unable to read.
    - b. The availability of mental health CDRSN/PIHP services (e.g., scope of benefits, service locations, crisis response services),
    - c. Grievance procedures,
    - d. Availability of Ombuds services under WAC 388-865-0250,
    - e. Local advocacy organizations that may assist consumers in understanding their rights, and
    - f. Quality Review Team activities.
  2. Interagency forums;
  3. Public meetings; etc.
- B. Outreach efforts shall be tailored to reach unique populations effectively (e.g. children, elderly, ethnic minorities, sexual minorities, developmentally or physically disabled, limited English

proficiency, hearing impaired, visually impaired, unable to read, etc.).

- C. CDRSN contractors shall maintain listings of services in telephone directories and other public places such as libraries, community services offices, juvenile justice facilities, jails, and hospitals located in the CDRS/PIHP service area. CDRSN/PIHP contractors must prominently display listings for crisis services in all telephone directories in its services area. Brochures from the CDRSN/PIHP and its contracted providers, containing information regarding mental health and crisis services shall be routinely distributed in public areas.

SEE ALSO: Glossary of Terms and Acronyms