

**Santa Fe Recovery Center
Policies and Procedures**

Policy Number: CCBHC 2b Effective Date: 01AUG2024 Revision Date: 01NOV2024
Timeliness

Policy and Procedure: Timeliness of Services

Purpose:

To ensure that all clients of the Santa Fe Recovery Center programs including Certified Community Behavioral Health Clinics (CCBHC) receive timely access to mental and behavioral health services in compliance with New Mexico state regulations and SAMHSA CCBHC standards.

Policy:

The CCBHC is committed to providing prompt access to mental and behavioral health services for all clients. This includes adhering to the timeliness requirements set forth by New Mexico regulations and the Substance Abuse and Mental Health Services Administration (SAMHSA) CCBHC standards. The clinic will monitor, evaluate, and adjust service delivery to ensure that all clients receive care within the mandated timeframes.

Staff Responsible for the Implementation of This Policy and Procedure (in part or in whole) Include:

This policy applies to all staff involved in the scheduling, provision, and coordination of services at the CCBHC, including intake coordinators, clinicians, administrative personnel, and case managers.

Procedure:

1. Initial Contact and Screening
 - a. New Mexico Requirements:
 - i. Clients must receive an initial screening within 24 hours of their first contact with the CCBHC. This includes telephone, walk-in, or referral-based contact.
 - b. SAMHSA Standards:
 - i. The CCBHC must provide screening and risk assessment immediately, but no later than within one business day of initial contact, for individuals with urgent or emergent needs.
2. Initial Evaluation
 - a. New Mexico Requirements:
 - i. A comprehensive mental health evaluation must be conducted within 14 calendar days of the initial screening. This evaluation should assess the client's mental health needs, including risk factors, diagnosis, and service planning.
 - b. SAMHSA Standards:
 - i. The initial evaluation for non-urgent needs must be completed within 10 business days of the initial request for services. This evaluation includes a full biopsychosocial assessment and development of a preliminary treatment plan.
3. Access to Services Following Evaluation
 - a. New Mexico Requirements:
 - i. Clients must be offered an initial appointment with a mental health provider within 14 calendar days following the comprehensive evaluation.
 - b. SAMHSA Standards:
 - i. Clients should have access to the first treatment appointment within 10 business days of the initial evaluation. This appointment may include therapy, medication management, or other appropriate services.
4. Crisis Services
 - a. New Mexico Requirements:

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- i. Crisis services must be available 24/7 for individuals experiencing a mental health emergency. Response times for crisis intervention must be immediate, with no more than a 1-hour response time for in-person crisis stabilization.
 - b. SAMHSA Standards:
 - i. The CCBHC must provide 24/7 access to crisis services, including mobile crisis teams, crisis intervention, and crisis stabilization. Services must be accessible within 1 hour for immediate needs.
- 5. Follow-Up Appointments
 - a. New Mexico Requirements:
 - i. Follow-up appointments must be scheduled within 10 calendar days of the initial treatment appointment, depending on the client's needs and treatment plan.
 - b. SAMHSA Standards:
 - i. Follow-up care should be coordinated to ensure continuity of care, with appointments scheduled in accordance with the client's individual treatment plan and clinical needs.
- 6. Referral and Coordination of Care
 - a. New Mexico Requirements:
 - i. When services are not available within the CCBHC, referrals must be made within 7 calendar days. The CCBHC is responsible for coordinating care and ensuring that the client accesses the referred services in a timely manner.
 - b. SAMHSA Standards:
 - i. Referrals to external providers must be completed within 7 business days, with follow-up to ensure that the client has successfully engaged with the referred service.
- 7. Timeliness of Prescriptions
 - a. New Mexico Requirements:
 - i. Prescriptions for psychotropic medications must be provided within 14 calendar days of the initial evaluation if needed as part of the treatment plan.
 - b. SAMHSA Standards:
 - i. Prescriptions and medication management should be initiated within 10 business days of the initial evaluation, or sooner if clinically indicated.
- 8. Client Rights and Communication
 - a. Clients will be informed of their right to timely access to services during the intake process. Information on how to file a complaint if these timelines are not met will also be provided.
 - b. In cases where a client's unique circumstances or preferences affect the timeliness of services, these must be documented, and the client's care must still be managed in a way that ensures no unnecessary delays.
 - c. New Mexico Requirements:
 - i. Clients must be informed in writing of their rights to timely services and how to file a grievance with the New Mexico Behavioral Health Services Division if these rights are not upheld.
 - d. SAMHSA Standards:
 - i. Clients will be provided with information about their right to timely care and the process for filing complaints with SAMHSA if the CCBHC fails to meet timeliness standards.

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9. Services for Established Patients

- a. Patients that are already receiving services from the CCBHC and seeking routine outpatient clinical services will have their appointments facilitated within 10 days.
- b. If a patient receiving services presents with an emergency/crisis need, the CCBHC will follow the policy CCBHC 2b.3 Triage. This includes immediate crisis response.
- c. If a person already receiving services presents with an urgent, non-emergency need, a plan is developed to facilitate clinical services, generally provided, within one business day of the request, or at a later time if that is the preference of the person receiving services.