



## **Inclusion of BHH Clients/Families for Improving Services**

Date of Origin: 6/1/18

Modification Date(s): 6/14/18, 7/9/20, 8/17/23

Date of Last Review: 12/10/24

### **I. Purpose**

To outline procedures to gather Behavioral Health Home (BHH) client/family input regarding our BHH Program and outline processes to address identified needs and solutions for improving services. Aligns with Regulation: MaineCare Benefits Manual Section 92 Behavioral Home Services (92.02/Page 8, Letter B and C)

### **II. Policy**

All BHH clients/families are surveyed twice a year and random semi-annual phone check-ins are done with four clients/families to gather input regarding our program and identified needs and solutions for improving services.

### **III. Procedure**

- The BHH survey is reviewed yearly and when revisions are necessary client/family input is received before a revised survey is distributed.
- BHH surveys are distributed to BHH clients/families twice a year.
- Input from BHH surveys are shared and reviewed with the entire BHH team, and the UCP Board of Directors.
- When client needs are identified they are addressed at a BHH team meeting by the Clinical Team Leader, Manager of Pediatric Care Coordination, Team Leads, and Nurse Care Manager and all survey information and suggestions are reported to the UCP Board of Directors by the Director of the BHH Program.
- There is a client/parent position on the UCP Board.
- Random semi-annual phone check-ins are done for at least four BHH clients/families.

The information from the check-ins are shared with the BHH team and if client needs or gaps of care are identified they are addressed by the Clinical Team Leader, Manager of Pediatric Care Coordination, Nurse Care Manager, and Team Leads.

  
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Scott Tash, CEO

  
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