

## PARAGRAPH 74 PROTOCOL

Purpose: To collect unmet resource need information from class members not receiving case management services who have contact with a Consent Decree Coordinator.

Protocol:

CDCs will enter a CDC Note into EIS for each contact with a class member. The Note will be completed as follows;

1. Add the CDC note to the class member's electronic record in EIS
2. Select appropriate domain (s)
3. Document contact information in the Description box
4. Select client from the who contacted drop-down
5. Select yes from the Paragraph 74 drop-down if the client is not receiving case management services.
6. Check the appropriate purpose of contact check box
  - a. Information for services: check when information about services is requested
  - b. Request no contact: check when the class member requests no contact
  - c. Request for funding: check when the class member requests funding
  - d. Responding to tickler: check when the CDC is responding to a tickler
  - e. Response to mailing: check when the class member notes the contact is in response to a mailing
  - f. Response to survey: check when the class member notes the contact is in response to a survey
  - g. Resource or Unmet need follow-up: check when the CDC has had a resource or unmet need follow-up contact with the class member
  - h. Other: check when a-g do not apply
7. Check the appropriate CDC response check box
8. Select yes or no from the CSW requested drop-down
9. Select yes or no from the flexible funds approved drop-down
10. Select **no** from the resource need drop-down, if **no resource need exists**, or **yes**, if a **resource need exists**.

If a resource need is identified that is not met at the time of the contact, the CDC will contact the class member in 30 days to ascertain the status of the resource need. If the resource need has not been met, the CDC will enter a Paragraph 74 RDS into the EIS, entering the date the resource need was originally identified in the appropriate section of the RDS. The CDC will then follow-up with the class member at least every 90 days and update the RDS accordingly. CDCs shall continue to update the RDS every 90 days until one of the following occurs: the resource need is met; the consumer communicates that the resource is no longer needed; or the CDC is unable to contact the class member. Instructions for completing the RDS are on the Adult Mental Health Services Website.

Unmet needs are not determined by CDCs, but rather by a need persisting beyond the timelines defined below.

Service	Expected Response Time/Interim Planning	Unmet Need For Resource Development
Emergent	Immediately	
Urgent	Within 24 Hours	
Daily Living Support Services	Within 5 Days	30 Days
Community Integration	Within 7 Days (3 for class members)	60 Days
Intensive Community Integration	Within 7 Days (3 for class members)	60Days
Assertive Community Treatment	Within 7 Days (3 for class members)	60 Days
Psychiatric Medication and Monitoring for Consumers in the Community	Within 10 Days <sup>1</sup>	
Skills Development	Within 30 Days	90 Days
Day Supports	Within 30 Days	90 Days
Specialized Groups	Within 30 Days	90 Days
PNMI	Varies with consumer's current situation	90 Days
All Other Services to address ISP-identified needs	Within 30 Days	90 Days

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<sup>1</sup> The ten-day expected response time for psychiatric medication and monitoring services does not apply to persons being discharged from a hospital or crisis residential unit. The hospital or crisis residential unit discharge plan will include making the connection between the consumer and a provider of medication monitoring services within a time that does not put the person in jeopardy. The needs of patients discharged without such a plan would be deemed urgent.