



POLICY & PROCEDURE (P&P) APPROVAL REQUEST FORM

I. P&P INFORMATION

Assigned Policy Name: Good Neighbor

Assigned Policy Number: BHSD 2800

Policy Area(s): Mark All That Apply

- | | |
|--|--|
| <input type="checkbox"/> Plan Administration and Organization | <input checked="" type="checkbox"/> Provider Network |
| <input checked="" type="checkbox"/> Scope of Services | <input type="checkbox"/> Documentation Requirements |
| <input type="checkbox"/> Financial Reporting Requirements | <input type="checkbox"/> Coordination and Continuity of Care |
| <input type="checkbox"/> Management Information Systems | <input type="checkbox"/> Beneficiary Rights |
| <input checked="" type="checkbox"/> Quality Improvement System | <input type="checkbox"/> Beneficiary Problem Resolution |
| <input type="checkbox"/> Utilization Management Program | <input type="checkbox"/> Program Integrity |
| <input type="checkbox"/> Access and Availability of Services | <input type="checkbox"/> Reporting Requirements |

Submitted by: Victor Ibabao Date: 7/16/2020

Policy developed by: Gabby Olivarez, Dawn Kaiser, Todd Landreneau

Attach P&P Document For Review In this Section [Include Paperclip Icon Here]




II. APPROVAL

Section A: HHS Compliance and County Counsel

HHS Compliance:  Date: 7/16/2020

County Counsel:  Date: 7/16/2020

Section B: BHSD Interim Director

BHSD Interim Director:  Date: 7/17/2020

Note - A copy of the Approved P&P Form will be emailed to: BHSD Website Policy Registry



Policy & Procedure Number: BHSD # 2800

<input checked="" type="checkbox"/>	BHSD County Staff
<input checked="" type="checkbox"/>	Contract Providers
<input checked="" type="checkbox"/>	Specialty Mental Health
<input checked="" type="checkbox"/>	Specialty Substance Use Treatment Services

Title: Good Neighbor Policy

Approved/Issue Date: 7/16/2020	Behavioral Health Services Director:	
Last Review/Revision Date: 7/16/2020	Next Review Date:	Inactive Date:

REFERENCE:

POLICY:

The Santa Clara County Behavioral Health Services Department (BHSD) provides neighborhood-based residential facilities for clients with mental health and/or substance use disorders, both as County-operated facilities and through contractors ("BHSD residential facilities"). It is BHSD policy that each BHSD residential facility is committed to be an integral part of the neighborhoods and communities in which they are located and will implement measures in order to minimize any potential negative impacts to the neighborhoods and communities in which they operate.

To achieve this policy, all BHSD residential facilities shall ensure that facility residents are supervised, that homes are appropriately maintained, and that staff and residents conduct themselves in a responsible and cooperative manner that engenders a positive relationship with the surrounding community. In addition, all BHSD residential facilities shall clearly identify a contact person to whom complaints can be made and who will be responsible for promptly addressing concerns as they arise.

DEFINITIONS:

BHSD Residential Facilities refer to neighborhood-based County-operated or contracted, 24/7 residential facilities that serve clients who may require mental health and/or substance use treatment services.

Legitimate Complaints include any violation of the eighteen (18) "appropriate good neighbor practices for high impact facilities" as outlined in the Procedure section of this policy.



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<u>PROCEDURE</u>	
Responsible Party	Action Required
All BHSD Residential Facilities	<p>All BHSD residential facilities shall:</p> <ul style="list-style-type: none"> A. Ensure that the location of the facility and the services provided therein are consistent with all applicable zoning and land use laws; B. Establish early communication with affected neighborhoods and communities to identify potential physical impacts on each neighborhood; C. Establish appropriate good neighbor practices for high impact facilities, including but not limited to the following: <ul style="list-style-type: none"> 1. Facility shall provide adequate parking and parking courtesy rules (e.g. park in designated site for the facility only, don't block public walkway with vehicles, don't engage in automotive repair or maintenance at the facility). 2. Facility only keeps vehicles at the facilities that are used as primary transportation for staff and residents. 3. Facility and staff shall observe all vehicle safety and driving laws at all times. 4. Facility shall operate vehicles in a manner that does not disturb other resident or neighbors by excessive honking or leaving the engine running. 5. Staff shall properly supervise all residents in the facility 6. Staff and residents shall adopt an attitude reflecting their desire to be productive members of the community. 7. Staff and residents shall use only the backyard for outside activities, not the front yard (i.e. socializing and smoking).



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	<p>8. Staff and residents shall not play radios outside the house or in a manner that would disturb the neighbors or other residents inside the home.</p> <p>9. Staff and residents shall not use loud, abusive, or vulgar language in or around the facility.</p> <p>10. Staff and residents shall treat each other with respect</p> <p>11. Facility shall have provision of adequate waiting and visiting areas.</p> <p>12. Facility shall have provision of adequate restroom facilities.</p> <p>13. Facility shall have provision for litter control services.</p> <p>14. Facility shall have provision for removal of graffiti.</p> <p>15. Facility shall have provision for control of loitering and management of crowds and excessive noise.</p> <p>16. Facility shall have provision for appropriate landscape and facility maintenance in keeping neighborhood standards.</p> <p>17. Facility shall have participation in area crime prevention and nuisance abatement efforts.</p> <p>18. Facility shall maintain cleanliness of the property.</p> <p>D. Encourage staff and residents to participate in community service activities that will foster good will between the recovery community and the neighborhood.</p> <p>E. Clearly identify the employee responsible for receiving complaints regarding non-compliance with this policy and any other issues related to the impact of the facility on the surrounding community.</p> <p>F. Establish a process for tracking complaints and efforts to address them, including creating reports to document all complaints, reporting all complaints to the County and any other funding agencies, and documenting efforts to address complaints. (Reference sample tracking template.)</p>														
	<table border="1"> <thead> <tr> <th>Date</th> <th>Location</th> <th>Complaint Type</th> <th>Description</th> <th>Tracked Mitigation</th> <th>Disposition</th> <th>Closure Date</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Date	Location	Complaint Type	Description	Tracked Mitigation	Disposition	Closure Date							
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	<p>G. Residents and staff orientation shall include how to greet and interact with neighbors and/or concerned parties.</p> <p>H. Continued non-compliance by contractor with this policy may result in contract termination and ineligibility for additional or future contracts.</p> <p>I. Each facility shall develop a written procedure to govern how staff will handle a neighbor-generated complaint.</p>
BHSD Representative	The BHSD representative will conduct a periodic review of all sites to which this policy applies to ensure their compliance with the Good Neighbor Policy. Continued non-compliance by a contractor with this policy may result in contract termination and/or ineligibility for additional or future contracts.
Complaint Resolution Process	<ol style="list-style-type: none"> 1. Upon receipt the complaint, the County or Contractor Residential Manager will contact the complainant to determine if the compliant is applicable to the Good Neighbor policy. 2. If warrant and appropriate, the County and/or Contractor Residential Manager will complete the Incident Report and mutually identify a resolution to resolve the complaint. 3. The County and Contractor Residential Manager will notify the complainant of the resolution. 4. If the compliant can't be addressed after both County and Contractor Residential Manager have exhausted all of available resources, the County or Contractor Residential Manager document the reasons and investigation steps for escalation to the appropriate Division Director and/or system of care Executive. <p>NOTE: Any person who is making a compliant at any time will not be subject to discrimination, rotation, or any other adverse action for filing a compliant</p>



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Attachment:	Incident Report Form
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