SMHTF Seeking Placement List (SPL) Process

SOP Title:	800-817 x1 SMHTF Seeking Placement List (SPL) Process
Effective Date:	July 1, 2027
Related Policy:	SMHTF Seeking Placement List (SPL) Oversight
Responsible Department:	Operations and Programs

Purpose

To establish standardized procedures for the identification, coordination, follow-up, and documentation of individuals on the State Mental Health Treatment Facility (SMHTF) Seeking Placement List (SPL), ensuring timely and continuous efforts to secure appropriate community placements.

Scope

This procedure applies to NWF Health Network Operations and Programs staff involved in discharge planning coordination, placement tracking, and system oversight for individuals identified on the SPL.

Responsibilities

Operations Team

- Monitor DCF Smartsheet for SPL updates
- Coordinate with providers and SMHTF staff
- Conduct outreach and follow-up
- Maintain timely and accurate documentation

Programs Team

- Maintain oversight of SPL process implementation and compliance
- Track the overall SPL list to ensure active movement and engagement
- Conduct routine review of DCF Smartsheet entries for completeness and timeliness
- Follow up with Operations on missing documentation, stalled cases, or lack of progress
- Identify trends, barriers, and system gaps impacting placement efforts
- Elevate concerns to leadership as appropriate

Procedure

1. Notification and Initial Review

1.1 The Operations Team shall monitor the DCF Smartsheet for SPL notifications.

1.2 Upon notification of a new individual added to the SPL:

- Review and identify the individual within 48 hours
- Determine the appropriate community provider

1.3 Notify the identified provider immediately to initiate placement efforts.

1.4 If no response is received within a reasonable timeframe (typically 2–3 business days), send a follow-up reminder.

1.5 The Programs Team shall conduct routine monitoring of the SPL to ensure newly added individuals are reviewed and assigned within required timeframes.

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2. Outreach and Coordination

2.1 The Operations Team shall coordinate placement efforts in collaboration with:

- Community providers
- SMHTF staff

2.2 Outreach activities include, but are not limited to:

- Contacting providers regarding placement availability
- Sending follow-up communications
- Discussing barriers and identifying solutions
- Identifying alternative providers when needed

2.3 Each outreach activity must be documented in the DCF Smartsheet and include:

- Date and time
- Method of contact (email, phone, meeting)
- Contact person and organization
- Summary of response (if applicable)
- Next steps and follow-up date

2.4 The Programs Team shall periodically review documentation to ensure outreach efforts are occurring and properly recorded.

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3. Bi-Weekly Check-ins (30+ Days on SPL)

3.1 For individuals on the SPL greater than 30 days without placement:

- Initiate bi-weekly follow-up with assigned provider

3.2 Check-ins may include:

- Email updates
- Scheduled meetings

3.3 Include SMHTF staff when appropriate.

3.4 Discussion topics must include:

- Current placement status
- Available placement options
- Identified barriers
- Action steps

3.5 Operations Team should attend relevant SMHTF treatment team meetings when appropriate.

3.6 Document all updates and meeting notes in the DCF Smartsheet within 24 hours.

3.7 The Programs Team shall monitor cases exceeding 30 days on the SPL and follow up with Operations to ensure bi-weekly engagement is occurring.

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4. Documentation Requirements

4.1 The Operations Team shall maintain complete and accurate documentation of all placement efforts.

4.2 Required documentation includes:

- All outreach attempts
- Follow-up communications
- Referrals to additional providers
- Identified barriers
- Actions taken to resolve barriers

4.3 All entries must be completed in the DCF Smartsheet within 24 hours of the activity.

4.4 The Programs Team shall conduct routine quality assurance reviews to ensure documentation meets required standards and reflects ongoing placement efforts.

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5. Continuous Follow-Up and Escalation

5.1 If placement remains pending after bi-weekly follow-up:

- Continue outreach and coordination efforts
- Send reminder communications as needed

5.2 Maintain participation in:

- SMHTF treatment team meetings
- Monthly SPL calls

5.3 Utilize monthly SPL calls to:

- Review cases
- Identify and address system barriers

5.4 When barriers persist:

- Discuss internally with NWFHN leadership
- Request meetings with facility leadership and/or DCF headquarters, when appropriate

5.5 The Programs Team shall monitor for prolonged cases and patterns of barriers and ensure appropriate escalation is occurring.

5.6 Continue all efforts until successful community placement is achieved.

5.7 Ensure all actions, communications, and escalation efforts are documented in the DCF Smartsheet.

Performance Expectations

- Timeliness of initial review (within 48 hours)
- Documentation compliance (within 24 hours)
- Evidence of ongoing outreach and follow-up
- Active participation in required meetings
- Demonstrated oversight and monitoring by Programs