

400-60**POLICY**

All BIH Sites will follow MCAH-BIH policy and procedure guidelines to ensure program fidelity as it relates to the participant dismissal requirements in the MCAH-BIH Program.

PROGRAM STANDARD:

100% of all participants closed from the BIH Program will have a completed *Participant Dismissal* form.

PROCEDURE:

- A. Participant dismissal should be a formal process between the participant and FHA. Although most participants will complete services, others may transfer to another BIH site, request to exit the BIH Program or be lost-to-follow up. **The *Participant dismissal* form must be completed for every participant.**
- B. Participant dismissal will be client-centered.
- Participants may continue in BIH up to 60 days after completion of the last postpartum group session.
 - Program completion is related to substantive milestones that reflect successful completion of both case management/life planning and the group intervention.
- C. ***Forms to be completed:***
- About Me
 - Short-Term Goal Update
 - Life Planning Log
 - Assessment #4
 - Referral (if applicable)
 - Participant Dismissal
 - Participant Satisfaction

Reasons for Participant Dismissal:**End of Intervention**

1. The participant has reached the end of her time in the BIH program (maximum: 60 days after postpartum group).

Forms to complete:

- About Me
- Short-Term Goal Update

- Life Planning Log
- Assessment #4
- Referral (if applicable)
- Participant Dismissal
- Participant Satisfaction

Moved-transferred to another BIH Jurisdiction

1. During the course of her participation in the BIH Program, a participant may move to another California LHJ with a BIH Program. A formal transfer process minimizes disruption, eases the participant's transition between programs, and ensures that her information is transferred. The following steps will facilitate a smooth transition from one site to another:
 - Request that the participant sign a *Release of Information* to share information with other BIH site.
 - The BIH Coordinator from the transferring site will call the BIH Coordinator in the new BIH site to inform her of the impending transfer.
 - Send a copy of all participant forms (including the current version of the Life Plan, along with completed Prenatal and Postpartum Assessments, and other completed forms and participant notes) to the new BIH site.
 - The FHA from the transferring BIH site will convene a conference call with the new FHA to share relevant information about the participant.
 - Close participant case in ETO.
 - The new FHA will meet with the participant and update her Life Plan based on her current needs.

Forms to complete:

- Referral (if applicable)
- Assessments (as applicable)
- Participant Satisfaction
- Life Plan if applicable
- Participant Dismissal

Voluntarily exited

1. Some participants will exit the program prior to the completion of services for a range of reasons, including: relocation to an area without a BIH Program; participation in another program with services that are duplicative of BIH services; conflict with work or school obligations, and the participant's decision to discontinue her participation in BIH. BIH is a voluntary program, and a participant may decide at any point after enrolling that she no longer wants to *or* can no longer continue to participate

2. When participants decide to voluntarily terminate their participation in the BIH Program, the following steps will facilitate the participant dismissal process:
 - Present her with options from which she may select a course of action, including accessing other community resources.
 - Let her know that if she is welcome to return to the BIH Program as long as she meets eligibility criteria.
 - Discuss her reasons for exiting the program and document that in her chart and the Participant Dismissal form.
 - Discuss transition plan related to short and/or long term goals and life planning.
 - Close participant case in ETO.

Forms to complete:

- Referral (if applicable)
- Assessments (as applicable)
- Participant Satisfaction
- Life Planning
- Participant Dismissal

Unable to locate/unresponsive

1. Some participants may exit the BIH Program without notifying staff, and would thus be classified as 'lost-to-follow up.' The following steps should be taken for these participants:
 - The FHA should make at least 5 attempts (all documented in the *Participant Dismissal form*) over 30 days to contact the participant via phone messages, follow up with her provider or emergency contacts, or home visits.
 - If able to contact the participant, encourage her to continue participating in the BIH Program. If she opts not to continue, follow the steps for Voluntarily exited, including asking about her reasons for exiting the program and documenting that information in her chart and the Participant Dismissal form.
2. If the participant *cannot* be contacted during the 30 day period, send a letter to her last known mailing address indicating intent to terminate her from BIH. The letter should have a positive tone and include:
 - Encouragement to continue participating in BIH.
 - Information about the value of BIH services.
 - Encouragement to obtain prenatal and postpartum care for her and her baby.

- Notification that her BIH file will be closed if she does not respond within one week of receiving the letter.
- Document all attempts and outcomes of those attempts in the Communication Log.

Insufficient group attendance

1. Some participants may not be able to participate in the group intervention component of the BIH program for various reasons:
 - Logistics of where group sessions are conducted
 - Schedule of groups conflict with work and/or school obligations
 - Participant has not attended an available group 60 days after enrollment
 - Family obligations/circumstances
 - No desire to participate in group sessions
2. The FHA will make attempts between missed sessions to contact the participant to find out if she is still interested in participating in the BIH Program. These attempts should be either written (letter or email), via telephone and/or text message. Document all attempts and outcomes of those attempts in the Communication Log.
3. If the participant has missed three consecutive group sessions, the FHA should take steps to close her case in BIH if the participant has not communicated with the FHA. The FHA should send a letter to her last known mailing address indicating that her case with BIH has been closed. The letter should have a positive tone and include:
 - Encouragement to obtain prenatal and postpartum care for her and her baby.
 - Document all attempts and outcomes of those attempts in the Participant dismissal form.
 - Standardized health-related disparities information affecting African-American women and infants, including Hypertension, Obesity, Diabetes, Sexually Transmitted Infections (STI's), Sudden Infant Death Syndrome (SIDS), and Breastfeeding.
4. The FHA will ensure that referrals are made for necessary services identified by the participant and short-term goal setting is initiated.

Forms to complete:

- Communication Log

- Referral (if applicable)
- Assessments (as applicable)
- Participant Satisfaction
- Life Plan if applicable
- Participant Dismissal

Fetal or Infant Loss

1. The BIH Program staff (FHA/MHP/PHN) will ensure that the participant receives supportive services from BIH and other community agencies as appropriate.

Forms to complete:

- Participant Dismissal

Other

1. Please carefully read through all other options and their accompanying descriptions above first. If none of these apply, then use *Other* when completing the Participant Dismissal form.

Forms to complete:

- Participant Dismissal