

POLICY AND PROCEDURE

REACH for Tomorrow

Community Collaboration and Education Activities Policy

Partial Hospitalization Program (PHP)

Effective Date: 08/15/2025

Approved By: Director of Medical and Clinical Services

Review Schedule: Annually or as Needed

Applies To: All Programs — Outpatient MH/SUD, IOP, PHP, and Integrated Primary Care/Behavioral Health

Purpose

To establish procedures for engaging in collaborative relationships and educational activities within the community. These efforts support awareness of behavioral health services, strengthen partnerships with community providers, and promote access to treatment for individuals who may benefit from services.

Policy

The organization participates in community collaboration and education activities designed to enhance coordination of care, increase awareness of available services, and support the behavioral health needs of the communities served. These activities are conducted in a manner that promotes partnership, public education, and improved access to care.

Scope

This policy applies to all program leadership and staff involved in outreach, community engagement, referral coordination, and educational initiatives related to the Partial Hospitalization Program.

Community Collaboration

The program seeks to build collaborative relationships with community partners including:

- Hospitals and emergency departments
- Primary care providers
- Behavioral health agencies
- Schools and educational institutions
- Courts and probation departments

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- Social service organizations
- Housing and recovery support programs
- Other healthcare or community-based organizations

These collaborations support referral coordination, continuity of care, and improved service accessibility.

Community Education Activities

The organization may participate in educational activities designed to increase awareness of behavioral health services and treatment options. Examples may include:

- Community presentations or workshops
- Educational outreach events
- Participation in health fairs or community forums
- Distribution of informational materials
- Collaboration with community partners on educational initiatives

Goals of Community Education

Community education activities aim to:

- Increase awareness of behavioral health conditions and treatment
- Promote early identification and referral for services
- Reduce stigma associated with mental health and substance use disorders
- Provide information about available treatment programs
- Strengthen relationships with community partners

Coordination of Outreach Efforts

Program leadership may coordinate outreach and education efforts to ensure that activities align with organizational priorities, community needs, and available resources.

Documentation

Community collaboration and education activities may be documented through:

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- Outreach activity logs
- Meeting minutes with community partners
- Event participation records
- Educational presentation materials
- Reports summarizing outreach efforts

Evaluation

The organization periodically reviews outreach and collaboration activities to determine their effectiveness in improving referral relationships, community awareness, and access to services.

Quality Improvement Integration

Community collaboration and education efforts are incorporated into the organization's strategic planning and quality improvement processes to ensure services remain responsive to community needs.