

MENTAL HEALTH AND ADDICTIONS LINK PATHWAY HOMELESS AND ITINERANT SOCIAL WELFARE CLIENTS

COVID TESTING AND PLACEMENT RESPONSE FLOW CHART WITH ENHANCED ONGOING MENTAL HEALTH SUPPORT

Many social services particularly shelters, Missions and soup kitchen and other emergency services provide support for people who may have a mental health or AOD background. Not all of these individuals are engaged or accept mental health clinical services but agencies need to access advice and input (consult and liaison) from MH services and to escalate requests to access direct interventions if required.

Accommodation access is a significant factor and accessing support from Mental Health services when providing ongoing accommodation support is another significant factor.

This flow chart sets out an interim outline of contact and support links for councils, social and health agencies as well as identifying accommodation when COVID is suspected or a person needs to be tested.

MENTAL HEALTH INPUT	HOMELESS PERSON SUSPECT COVID-19 WITH MENTAL HEALTH BACKGROUND	ACTION	CONTACT DETAILS
PRE-TESTING			
Homeless team Te Haika contact and alert (if transfer to ED)	Person at homeless shelter or residential facility or on street with suspected COVID-19 symptoms	Call Healthline to determine next steps for testing (and transport) Connect in with homeless team and Te Haika	Healthline 0800 611 116 Te Haika / CRS (0800 745 477) Homeless Team 04 806 2218
MH ED nurse input or CRS MH crisis presentation	If recommended to go to ED, or homeless person turns up at ED Can be cared for at ED to confirm testing	Testing at ED If can't be isolated safely remains in Hospital until test outcome available (we are currently working through appropriate emergency accommodation options for isolation while waiting for result) The DHB may offer the patient admission	Contact mental health nurse in ED through hospital switchboard

MENTAL HEALTH INPUT	HOMELESS PERSON SUSPECT COVID-19 WITH MENTAL HEALTH BACKGROUND	ACTION	CONTACT DETAILS
		overnight or until the test result known.	
IF COVID-19 POSITIVE			
Mental Health input continues as per care plan	Test positive –not acute MH	RPH protocols in place and placement at isolation facility (with mental health support in place in line with care plan)	RPH on -call 0272856035
CRS Duty Managers on call psychiatrist	Test- positive – acute MH presentation needs inpatient care	MHAIDs negotiate placement or inpatient admission if unable to find suitable accommodation. CRS assessment [Inpatient admission or to MH isolation facility]	RPH on-call 0800 745 477 Te Haika and Crisis Resolution Service (CRS)
IF COVID-19 NEGATIVE			
MH care plan continues MH consult & liaison from Homeless team / TACT	Test Negative – not acute MH (with community accommodation to stay in)	Return to community accommodation	Contact provider directly Homeless team 04 806 2218
Homeless team TACT team NGO support Link People for Housing Advice	Test Negative – not acute MH but unable to return to previous accommodation or has no accommodation.	Find emergency or other accommodation If MSD unable to help or phonenumber busy, the Council's welfare teams are available and will work with Housing first (collective) to find emergency accommodation	MSD funded emergency accommodation 0800559 009 Council Welfare Lines: WCC Welfare team 04 801 3683. Hutt City Council - 0800 4888 2489 Porirua City Council (04) 237 5089 Housing First Collective 04 5954512 (Note also the 0508754163 Emergency Housing line, but this is unlikely to be suitable for homeless)

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			Link People are also able to be contacted if you need assistance to navigate the MSD process - Scotty Matthews 0272270488
CRS Duty Managers on call psychiatrist	Test Negative – acute MH	MHAIDs negotiate placement or inpatient admission CRS assessment	Te Haika / CRS 0800 745 477
MH Enhanced ongoing support			
MH NGO and clinical services Homeless team TACT team NGOs to contact for advice and support Salvation Army Te Ara Pai OASIS (HVDHB) Mix (HVDHB) Link People (Housing)	Ongoing input to housing and support service provider to support person with MH background. NGOS will be contactable for consult liaison / support Use this MSD link for information available on MSD support available. https://www.msd.govt.nz/about-msd-and-our-work/newsroom/2020/covid-19/where-to-go-for-services-and-support.html	Coordinating point Housing coordinator of facility Links Council contracts management MH collective (Te Ara Pai wellington Link People (HVHDB)	NGO's Emerge 04 5899442 Oasis 04 5661601 Mix 04 5693162 LinkPeople 0800 932 432 or call Scotty 0272270488 Te Waka Whaiora 04 2379608 Vaka Tatua 0800 825 282 Salvation Army 04 801 9278