



SUSD REFERRAL FORM

A COPY OF THIS SIGNED DOCUMENT MUST BE RETURNED WITH THE OFFICIAL REFERRAL FORM.

Please initial each line below to indicate that you have read and understand each section, and sign at the bottom of this document when you're done reading it through.

What Is Step Up Step Down

Initial _____

Step-Up Step-Down is an innovative, non-medical voluntary residential program where someone in a mental health crisis might step-up from outpatient care into a supportive environment or stepdown from a hospitalization before going back to their homes. This enables them to remain connected to friends, family, and community members as they focus on their wellness. All guests of the residence will be able to go to school or work, see their loved ones, and remain members of their community while avoiding the high cost of a hospital stay. Step-Up Step-Down is different. We use the Intentional Peer Support model where we focus on the power of building peer relationships. Guests of the short-term residential program will have a welcoming and supportive environment to work towards their personal wellness goals. The house will be staffed 24/7 with peer support specialists who all have lived experience with mental health challenges. A stay at Step-Up Step-Down is up to 90 days and there will only ever be up to 3 guests at a time.

What to Expect During the Referral Process

Initial _____

The Step-Up Step-Down (SUSD) program is designed for people who want to enter and experience a unique opportunity on their mental health journey. This program is completely voluntary. If you ever feel that this isn't the right opportunity for you, we ask that you withdraw from participating in the referral and meeting process - this is your decision entirely. We want to make this process as smooth as possible. All referrals will be accepted at any time and will be reviewed within 48 hours, between 8:00 AM and 4:00 PM Monday through Friday. Please know that if you submit your documents during non-business hours or at the end of the day, the 48-hour timeframe will begin on the next business day (8:00 AM Monday through Friday). We're sorry, but we can't make any promises about how many spots are available for SUSD. If we do not have a room available, we will schedule a meeting with you to discuss other possibilities.



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What to Expect During the Meeting Process

Initial _____

We know meetings can be stressful. Our meeting isn't based on a scorecard. We'll be asking a standard list of questions during a casual conversation. This will help us all determine if SUSD is a good fit for your mental health journey. There will always be two peer support specialists conducting the meeting. A meeting should be scheduled at your convenience as well as ours. We'll always do what we can to ensure that meetings are done face-to-face if possible, however if an in-person meeting isn't a good fit, we can also accommodate phone and video meetings.

You are welcome to have any support you wish during the meeting process. If at any time you wish to stop, we will respect your choice. If you don't wish to go into detail about specific questions, you have the right to decline, however this may affect your entrance into the program. A meeting does not guarantee a spot in SUSD, but rather gives us all an opportunity to get to know each other better.

What to Expect After the Meeting

Initial _____

Not everyone is a good fit for SUSD, and that's okay. If it is determined that SUSD isn't a good fit, we'll schedule a second conversation with you to talk about your options. You'll also be invited to join H.E.A.R.T.S. Peer Support Center. If this program does seem like a good fit, we'll talk about your next steps. Rooms are available on a first-come-first-serve basis. If a room is available, we can schedule your welcoming into the program. Sometimes there may be a short wait for a room. We can plan on reserving your room if there is an opening within two weeks of your acceptance, and we can help you access other programs or services while you wait for your welcoming. If we don't have an opening, but another SUSD facility does, we can discuss the possibility of staying at SUSD in another New Hampshire region if you wish.

Upon Acceptance

Initial _____

You and your referring partner will receive a welcoming email that will give you a basic outline of what to expect on your arrival. There will also be a link to a short orientation video, links to our social media sites, and directions on how to get to the SUSD house. We schedule Welcoming's on business days



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(Monday through Friday) during the hours of 8:00 AM to 11:00 AM or 1:00 PM to 3:00 PM, so as not to overlap with staff transitioning in and out of SUSD. Welcoming’s will not happen:

- In the middle of the night
- Quickly and unexpectedly
- Over the weekend
- During staff change
- Without going through the referral and meeting process

What to Expect at the House

Initial _____

Like any roommate-style living situation, there are guidelines for the SUSD house. Guests coming into the house understand that:

- At this time, please communicate any rides and appointments you may need to see if we can arrange a ride to support you at least 24 hours prior. Guest can arrange their own transportation, and of course Guests can always use their own vehicles.
- Staff do not handle, store, or monitor medications. Guests are responsible for taking their medications and storing them appropriately, including over the counter medicine.
- Guests will have access to a community pantry made of general staples but are expected to supply their own food and cook for themselves.
- There is a designated smoking area. Smoking anywhere else is prohibited.
- Step-Up Step-Down is a drug and alcohol-free campus.

With Regards to Legal Guardianship

If a prospective guest has a legal guardian, that person needs to be involved during the process. Please provide the following information:

Name _____

Phone Number _____

Email _____

Relation to the Prospective Guest _____



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We understand that sometimes exceptions need to be made. All special cases can be discussed with the Program Manager and Executive Director. If you have any further questions, please reach out to the Program Manager of SUSD. Please return a copy of this document and your referral to: Cheryl Thibodeau at cherylt@heartpsa.com

I have discussed the referral and meeting process with the prospective guest

Referring Partner _____

Date _____

Prospective Guest _____

Date _____

Staff Signature _____

Date _____