

# Huntingdon, Mifflin and Juniata Counties Landlord Communication Protocol

Presented by:



THE HUNTINGDON/MIFFLIN/JUNIATA COUNTIES  
LOCAL HOUSING OPTION TEAM

And the

**Juniata Valley Tri-County MH/MR Program**



The Huntingdon/Mifflin/Juniata Local Housing Option Team (HMJ LHOT) is committed to establishing and maintaining collaborative relationships with landlords and property owners who rent to individuals with mental health issues in the Tri-County Area.

We recognize that individuals with special needs often present unique issues for landlords and understand that property owners need some assurances regarding the types of assistance their tenants are receiving. We also understand that our mental health service delivery system is complex, and that it is especially difficult for members of our community who have had little contact or familiarity with our system to understand the complexity. To this end, the Juniata Valley Tri-County MH/MR Program and the HMJ LHOT are offering the following protocol as a resource to property owners who rent to individuals involved with the public mental health system.

This protocol is intended to provide landlords with a “one-stop” resource to address issues for which they believe a mental health service intervention is required. It is important to understand

that confidentiality regulations under which we operate may prohibit a candid exchange of information from the mental health system to the landlord, but landlords are free to identify the person about whom they are calling and the specific nature of the perceived problem. A feedback loop will provide landlords with notification that intervention has or has not taken place and the contact information for the mental health provider that is overseeing the individual’s service delivery. Landlords can expect notification of the outcome of an intervention in a timely manner.

Although it is most effective when landlords have direct communication with involved staff, we understand that these contacts can change over the course of an individual’s tenancy. We are therefore providing a flowchart of communication as a resource to landlords in the event that they do not have contact information for a specific mental health service provider. A landlord should be reassured that their concern will be handled in a professional and timely manner and that they can expect feedback regarding the outcome.

[See reverse side for Flowchart of Communication](#)

**H/M/J  
LANDLORD  
COMMUNICATION  
PROTOCOL**

**Tri-County Crisis Line  
1-800-929-9583**

Identify yourself as a participant in the HMJ  
Landlord Communication Protocol

Crisis gathers the  
information and determines  
the disposition of the call.

Crisis Situation:  
Person is  
immediate danger  
to self or others

Non-Crisis Situation:  
Person does not meet  
criteria for emergency  
intervention

Crisis completes emergency  
intervention via delegate system  
and notifies all applicable  
providers

Based on location of individual,  
Crisis contacts appropriate BSU  
for referral of situation

Landlord receives feedback  
from case manager or service  
provider regarding outcome of  
situation. Contact information  
is established for any future  
situation that may arise.

BSU determines individual's  
case manager and refers the  
situation for intervention.

Case management will:

1. Establish contact with the individual in a timely manner
2. Develop an appropriate intervention plan based on the needs being presented
3. Coordinate with other providers to implement services appropriate to resolve the issue
4. Contact property owner within one business day

**NOT GETTING THE RESPONSE YOU NEED?**

**Please use the following numbers to report a problem**

- **Mifflin/Juniata Base Service Unit (Director)**  
717-242-0351
- **Huntingdon Base Service Unit (Director)**  
814-643-6100
- **Tri-County MH/MR Program (LHOT Coordinator)**  
717-242-6467

