



A Tradition of Stewardship
A Commitment to Service

NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY
Self Sufficiency Services Division

<u>POLICY AND PROCEDURE:</u>		EFFECTIVE DATE: August 25, 2000
Behavioral Health Services		ORIGINAL DATE OF ISSUE: October 12, 2001
<u>REVIEW FREQUENCY:</u> Every two years		LAST REVISION DATE: January 4, 2019
POLICY # 2000601-2019-19		
<u>DISTRIBUTION:</u>		APPROVAL: <u>Teresa Brown</u> 1/8/19 Employment Services Manager Date
<input checked="" type="checkbox"/> Employment Services	<input type="checkbox"/> Eligibility Services	APPROVAL: <u>Lynn Perez</u> 1/9/19 SSSD Deputy Director Date
<input checked="" type="checkbox"/> Quality Mgmt		APPROVAL: <u>Mary Butler</u> 1/11-19 HHS Director Date

POLICY STATEMENT:

It is the policy of the Napa County Health and Human Services Agency (NCHHSA) to assist in identifying and addressing participants' behavioral health issues to enable and enhance participation with his/her Welfare-to-Work (WTW) plan and to outline the process for staff to facilitate access to behavioral health services for their participants.

ADMINISTRATION:

Employment Services Worker (ESW)
Mental Health Counselor (MHC)

DEFINITIONS:

None

END OF POLICY

PROCEDURE

I. Referral to Behavioral Health Services

- A. A participant should be referred to the behavioral health team when any of the following services are needed:
 - 1. Referral for access to mental health or substance abuse services
 - 2. Mental health or substance abuse assessment
 - 3. Mental health exemption request
 - a. Refer to the CW 61 Pilot Process for directions on the referral process.
 - 4. Immediate crisis response
 - 5. Referral for short term assistance
- B. The ESW/SW shall obtain an SSSD 3059 – WTW Program - Release of Information prior to any referral to the MHC.
 - 1. Create C-IV case flag for release of information
- C. Upon first face-to-face meeting, the MHC shall provide the participant with the Notice of Privacy Practices and have the participant sign the Notice of Privacy Practices Acknowledgment of Receipt.
 - 1. MHC will document in C-IV Journal that the Notice of Privacy Practices was given to the participant.
 - 2. MHC must provide a new Notice of Privacy Practices when a new referral to Behavioral Health Services is made after a break in services being provided.
- D. All participants will be referred back to the ESW if he/she fails to participate or engage with the behavioral health team.
 - 1. MHC will make a minimum of 3 attempts to contact/engage the participant.
 - 2. The MHC will notify the ESW via email when the case is being referred back.
 - 3. MHC will document all contacts, attempted contacts, and referrals back to the ESW in the C-IV Journal
- E. If a participant makes contact with the MHC for additional services after the MHC is no longer providing services to the participant, the MHC will refer the participant to the ESW to review for a new referral.

II. Mental Health and/or Substance Abuse Services

- A. Upon identifying that a participant may have a mental health or substance abuse issue, the ESW shall refer the participant to the MHC for connection to these services.
 - 1. ESW shall attempt to make contact with the MHC to see if the MHC is available for a warm hand off.
 - a. If MHC is not available the ESW shall schedule a 1.5 hour appointment in the MHC's calendar.
 - 2. The ESW shall obtain the SSSD 3059 – WTW Program - Release of Information
 - a. Create C-IV case flag for release of information
 - 3. The ESW shall complete the SSSD 3058 - Behavioral Health Referral.
 - 4. Comments section of the SSSD 3058 shall include at minimum the participant reported information that prompted the referral.
 - a. If the ESW believes the participant may not show for appointment, this shall be included in the comments of the SSSD 3058.
 - 5. Scan and index the SSSD 3058.

6. Send the SSSD 3058 to the MHC.
 7. Complete a C-IV Journal Entry.
- B. All referrals to mental health or substance abuse services should be entered into C-IV as a WTW activity.
- C. The MHC will be the liaison between Alcohol and Drug Services, Mental Health Services and Self Sufficiency Services.
1. MHC will obtain participation information and keep the ESW informed of the participant's progress.
 2. MHC will document in C-IV all participation information obtained.

III. **Mental Health or Substance Abuse Assessment**

- A. ESW shall identify if the participant is in need of a mental health assessment, substance abuse assessment or should be assessed for both.
- B. Mental Health Assessments
1. If the ESW identifies a concern that a mental health symptoms barrier exists that will impair the ability of a recipient to obtain employment, he/she shall refer the participant to the MHC for a mental health assessment.
 - a. ESW will schedule an assessment appointment with the MHC.
 2. The MHC will evaluate the recipient and determine any treatment needs. The MHC will provide a written evaluation report.
 - a. The evaluation reports shall include at minimum:
 - 1) The extent to which the participant is capable of employment at the present time and under what working and treatment conditions the participant is capable of employment, **and**
 - 2) Appropriate employment accommodations or restrictions, **and**
 - 3) Prior diagnoses, assessments, or evaluations that the participant provides.
 3. The MHC and the ESW will meet with the participant to review the assessment results and to jointly develop a WTW action plan.
- C. Substance Abuse Assessments
1. If the ESW identifies a concern that a substance abuse problem exists that will impair the ability of the participant to obtain or retain employment, the participant shall be referred to the MHC who will connect the participant with Alcohol and Drug Services to obtain an assessment.
 2. The MHC will follow up with Alcohol and Drug until the assessment is received.
 3. The MHC will provide the assessment results to the ESW.
- D. Referring for assessment. The ESW shall:
1. Obtain the SSSD 3059 – WTW Program - Release of Information
 - a. Create C-IV case flag for release of information
 2. Complete the SSSD 3058 - Behavioral Health Referral
 3. The following minimum information shall be included in the comments section of the SSSD 3058:
 - a. Reason referring for the assessment
 - b. Worker observation of what is participant's identified mental health or substance abuse barrier to employment.
 - c. Whether the ESW/SW believes the participant may not show to the appointment.
 4. Scan and index the SSSD 3058 and SSSD 3059.

5. Send the SSSD 3058 to the MHC
6. Create an assessment activity in C-IV
7. Complete a C-IV Journal Entry.

IV. Immediate crisis response

- A. The ESW will request immediate crisis response when he/she encounters behavioral health issues during an interview with a participant.
- B. The MHC is the first line of support when requesting immediate crisis response.
 1. If the MHC is unavailable, the SW is backup.

REFERENCES:

Case Documentation Procedure
 CW 61 Pilot Process
 MPP [42-711.56](#)

FORMS

Notice of Privacy Practices
 Notice of Privacy Practices Acknowledgment of Receipt
 SSSD 3058 - Behavioral Health Referral
 SSSD 3059 - WTW Program - Release of Information

CONTACT PERSON(S):

Shanna Gardner, Staff Services Analyst

END OF PROCEDURE

REVISION HISTORY:

Revision	Date	Description of Change	Requested By
1.0	08-11-16	Biennial Review. Procedure re-written to reflect changes to the Behavioral Health Team	S. Gardner, SSA
1.1	05-02-17	Updated to include Notice of Privacy Practices requirement, change to flow in referral, add in services flow chart, and removal of Short Term Assistance Section	S. Gardner, SSA

2.0	01-04-19	Biennial Review. Updated requirement and reference of adding C-IV case flag with obtained release of information.	S. Gardner, SSA
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