



A Tradition of Stewardship
A Commitment to Service

NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY
Self Sufficiency Services Division

<p><u>POLICY AND PROCEDURE:</u></p> <p>Alcohol and Drug Services Referral</p> <p><u>REVIEW FREQUENCY:</u> Every two years</p> <p>POLICY #2000601-2020-20</p> <p><u>DISTRIBUTION:</u></p> <p><input checked="" type="checkbox"/> Employment Services <input type="checkbox"/> Eligibility Services <input checked="" type="checkbox"/> Quality Mgmt</p>	<p>EFFECTIVE DATE: January 1, 2017</p> <p>ORIGINAL DATE OF ISSUE: March 2, 2018</p> <p>LAST REVISION DATE: July 17, 2020</p> <p>APPROVAL: <u>Teresa Brown</u> 7/21/20 Employment Services Manager Date</p> <p>APPROVAL: <u>Lynn Perez</u> 7/23/20 SSSD Deputy Director Date</p> <p>APPROVAL: <u>[Signature]</u> 7-24-2020 HHSA Director Date</p>
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POLICY STATEMENT:

It is the policy of the Napa County Health and Human Services Agency (NCHHSA) to assist in identifying barriers to people’s ability to become self sufficient. A partnership with Alcohol and Drug Services (ADS) will allow Employment Services Workers to utilize resources and expertise to further assist their participants.

ADMINISTRATION:

- Employment Services Worker (ESW)
- Mental Health Counselor (MHC)
- Alcohol and Drug Services (ADS) Counselor

DEFINITIONS:

None

END OF POLICY

PROCEDURE

I. Identification of Need

- A. ESW shall refer a participant to the MHC for referral to Alcohol and Drug Services (ADS) when:
1. Online CalWORKs Appraisal Tool (OCAT) identifies that a referral to substance abuse services is needed.
 2. The ESW determines from a conversation with the participant there may be a need.
 3. The ESW believes from working with a participant that these services may be necessary.

II. Referral to ADS 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. The ESW will:
1. 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. Obtain the SSSD 3059 – WTW Program - Release of Information
 - a. Create a C-IV Case Flag for this release of information.
 3. Obtain the Authorization for Use, Exchange and/or Disclosure of Protected Health Information form for ADS.
 - a. Form shall include the name of the MHC as well as any SSSD ESW that will be associated to the case.
 - b. Form shall be forwarded to Medical Records at South Campus, Building B.
 4. Complete the SSSD 3058 - Behavioral Health Referral.
 - a. Comments section of the SSSD 3058 shall include at minimum the participant reported information that prompted the referral.
 - 1) 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 substance abuse services should be entered into C-IV as a WTW activity.
- C. The MHC will make contact or attempted contact with the participant within two (2) business days of the receipt of the referral.
- D. MHC will refer the participant to ADS
1. MHC will complete the ADS Referral Form
 2. MHC will secure an appointment with ADS through the ADS Access Line.
 3. MHC will provide the ADS Referral Form to ADS prior to the appointment with the participant by emailing it to ADSreferrals@countyofnapa.org.
- E. If a participant self refers to ADS services, the ESW shall follow the steps as outlined in Section II.A.
- F. If ADS services are determined to be needed by the participant:
1. The MHC shall:
 - a. Obtain a copy of the ADS Assessment Summary by contacting medical records at least seven (7) days after the assessment is completed.
 - 1) Provide the assessment summary to the ESW to image and index the document into C-IV.

2. The ESW shall:
 - a. Obtain a signed Action Plan and WTW 2 – Activity Agreement
 - b. Ensure an SSSD 3059 – WTW Program – Release of Information is on file.
- G. If ADS services are determined to not be needed by the participant, the ESW shall continue with the normal flow of WTW activities. (Refer to WTW Flow Procedure)

III. Ongoing Services

- A. Once ADS services are being utilized by the participant:
 1. MHC shall:
 - a. Act as the liaison between Alcohol and Drug 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.
 - b. Participate in any scheduled multi-disciplinary team (MDT) meetings regarding WTW.
 2. ESW shall:
 - a. Assign additional activities as necessary to meet required hours.
 - 1) Review for Good Cause if it is not recommended that the participant participate in any activity other than substance abuse treatment.
 - i. Supervisor approval is required for any finding of good cause.
 - b. Provide any necessary supportive services to the participant.
 - c. Participate in any scheduled MDT meetings regarding WTW.
 - d. Review monthly hours to ensure participant is meeting required hours.
 - 1) If participant is not meeting required hours, the ESW will:
 - i. Discuss with the MHC the participation lapse to determine if there is a known reason.
 - ii. Review to determine if there is good cause for not participating.
 1. Create a journal entry to enter good cause determination results
 - iii. If no good cause, ESW will begin the non-compliance process (Refer to WTW Program Non-Compliance procedure)
 - iv. If Good Cause is given for not participating in any other activity, the ESW will review monthly if Good Cause still exists.
 1. Journal Entry monthly review and determination.

IV. ADS Responsibility

- A. Participant to be scheduled for a comprehensive assessment within ten (10) days of initial contact.
- B. ADS will complete a substance abuse assessment summary to determine if ADS services are needed and provide a copy of the assessment to the MHC.
- C. ADS will provide hours of participation on a monthly basis to the MHC.
- D. ADS will provide needed updates to treatment of participant to the MHC when requested.
- E. ADS will include the MHC and ESW in any MDT meetings regarding WTW.

REFERENCES:

WTW Flow Procedure

WTW Program Non-Compliance

FORMS

Authorization for Use, Exchange and/or Disclosure of Protected Health Information – ADS Form
SSSD 3058 – Behavioral Health Referral
SSSD 3059 – WTW Program – Release of Information
WTW 2 – Activity Agreement

CONTACT PERSON(S):

Shanna Gardner, Staff Services Analyst

END OF PROCEDURE

REVISION HISTORY:

Revision	Date	Description of Change	Requested By
0.0	10-25-11	Procedure Created. Placed into 30 day working draft	S. Gardner, SSA
0.1	12-07-11	Procedure moved from working draft to final version.	S. Gardner, SSA
1.0	2013	Procedure made obsolete	S. Gardner, SSA
2.0	03-02-18	Procedure revived. Entire procedure updated to reflect new process and flow. Placed into 60 day working draft	S. Gardner, SSA
2.1	09-11-18	Released in final draft	S. Gardner, SSA
3.0	07-17-20	Biennial Review. Updated information on where to send referrals, where to obtain copy of assessment, and timeframe for comprehensive assessment to be scheduled.	S. Gardner, SSA