

ALAMEDA COUNTY SUBSTANCE USE REFERRAL HELPLINE



“Changing Lives . . . Connecting Communities”

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The process of SUD referral

Inbound Call

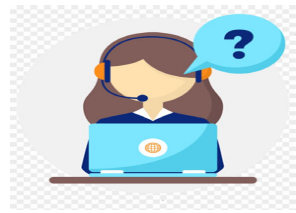


1



9

3way is conducted with provider to inform client its intake date.



2

Conduct Assessment



8

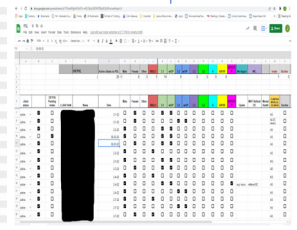
Provider reviews and provides intake date for qualifying clients

3



3way call is perform with client and provider

4



PSL (Pending Service List)-a list for clients until placed into a residential treatment.

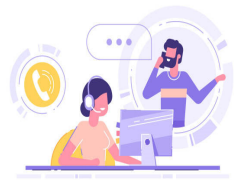
5



SUPPORT GROUP

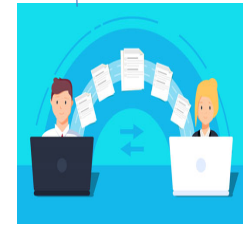
Interim is offered if no intake date was provided on the first attempt

6



Instruct client to check in daily, as well as CP checks in with client

7



ASAM is shared with potential provider via SHAREFILE

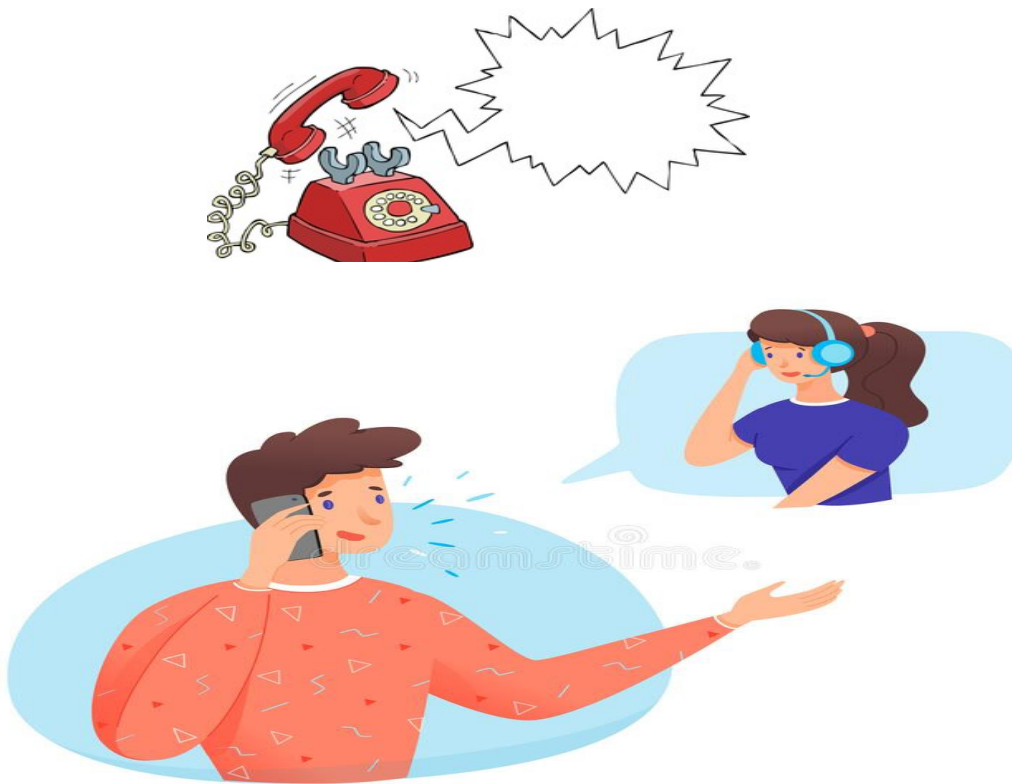
Slide 2

JS1

Jennifer Sabar, 2/16/2022

Inbound Calls and Conducting Assessment for qualifying clients:

For any clients who have Medi-CAL and resides in Alameda qualify to receive SUD treatment services within Alameda County. Assessment is then conducted with client to determine their level of care.



3way call is perform
between clinician,
provider, and client:

Upon determining the client's level of
care. A 3way call is conducted to set a
possible intake date.



PSL (*Pending Service List*)-a list of clients who awaits for bed availability:

client status	On PSL Pending Intake	CLIENT NUM	Name	Date	Male	Female	Other	RR2.1	3.1	wOP	3.5	wOP	3.3	3.2	4	AS109	NTF POT P	Opiate	MAT/ Referral DC	Mental Health	CUNCIAN MENTAL SCREEN	Decline
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- When no intake date is provided, client is placed in the PSL until client is admitted into a residential treatment.

*Google sheet is utilized for PSL tracking.

Interim is offered if no intake date was provided on the first attempt:

- Interim services such as: **Outpatient/MAT/NA/AA, etc.)** is offered to client who does not receive an intake date from the provider on the first 3way call attempt and while they await for bed availability.



SUPPORT GROUP

Instruct client to check in daily, as well as Center Point checks in with client:



- When client is in the PSL, they are instructed to check in daily with Center Point until placement is provided. However, if the client does not check in, Center Point must make 3 attempts to reach the client regarding its interest to the program. After maximizing attempts and client is unreachable. Center Point will proceed on removing client from the PSL.

ASAM is shared with a potential provider via SHAREFILE:

- Once a bed becomes available from a potential provider. Client ASAM (assessment) is then shared with that provider via Sharefile.

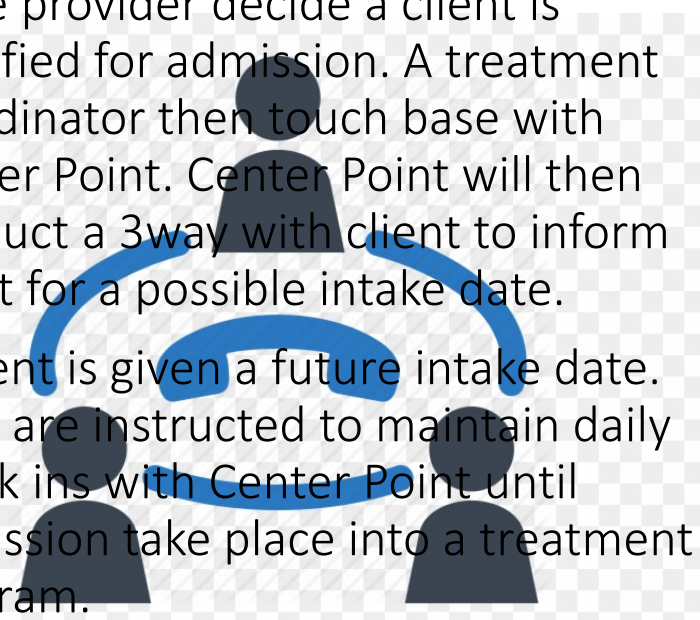


Provider Reviews and Provides intake date for qualifying clients:



- The ASAM (assessment) will be reviewed from potential provider for qualification. After determining client is qualified. Treatment coordination will then be arranged with Center Point and client.

3way call is conducted with provider to inform client with its intake date:

- Once provider decide a client is qualified for admission. A treatment coordinator then touch base with Center Point. Center Point will then conduct a 3way with client to inform client for a possible intake date.
 - If client is given a future intake date. They are instructed to maintain daily check ins with Center Point until admission take place into a treatment program.
- 



➤ **What types of SUD services must be referred through Center Point?**

Residential Treatment, Recovery Residence with 2.1 Outpatient referral as a condition of housing, MAT referrals to various Methadone clinics, direct 1.0 + 2.1 Level of care Outpatient as requested by consumer, and Adolescent Residential treatment within network.

➤ **What is the best way to connect to move forward with an assessment and referral for SUD services?**

*The best way to connect to the Helpline is by calling direct **844-682-7215** number and ask to speak to an assessment specialist, or email Program managers **James Douglas or Linda Zavala**.*

➤ **How can mental health providers best collaborate with SUD providers given the privacy rules?**

*If possible call ahead and make a connection with Helpline staff to ensure ROI'S are in place and MH client is oriented to the screening process, MH providers has the understanding of **SUD 42CFR** mandate supersedes general HIPPA guidelines of privacy.*

➤ **What is the best way for mental health providers to assist clients with connection to SUD services?**

Again, orient client to the process of screening and assessment, help client navigate actual assessment via phone conversation if possible. The ASAM assessment tool was designed to capture as much pertinent and important Bio/psycho/social information for SUD treatment providers as possible, any omission of MH information; including severity of symptoms and medication regime's can slow the process of referral.