



PASS QUICK GUIDE

WHAT IT IS:

Ventura is one of the first counties to pilot the **Priority Access to Services and Support** program. Getting our client-parents screened and enrolled in mental health and/or drug and alcohol programs as quickly as possible has always been an identified need. Through PASS, we are partnering with Behavioral Health and Alcohol & Drug Programs (ADP) with a goal to *start services* within 15 days of the Detention hearing or referral – screening by CFS within 5 days of contact with the client, 5 more days in which Beacon, VCBH and/or ADP will complete an appointment with the client and, if the client is formally screened-in, 5 days until the actual start of a therapeutic intervention. We begin our pilot of the PASS screening form (referred to as an '*algorithm*' by VCBH) starting March 28, 2016 and will be starting with parents who have had their children removed (*FR Cases only* for now) AND have Medi-Cal or no insurance. Parents with private insurance should be referred to their primary physician for suspected mental health or alcohol and drug issues with documentation in the ER Narrative. Incarcerated parents will not have a PASS screening completed until release. **NOTE: We are required to offer FR services to parents in By-Pass cases until the J&D hearing, so these parents would also be screened and referred.**

EMERGENCY RESPONSE CWSW:

- Obtain the client's Medi-Cal number (take a picture of the card if you are able). You will enter this number in the CIN (client identification number) box on the client ID page in CWS/CMS. **NOTE: Hotline support staff may have already obtained this number, if available, and entered this for you.**
- For parents who have had their children *removed* from their care have them sign, in addition to our standard CFS Release of Information, three Consent to **Obtain or Release Confidential Information** (ROI) forms – one each for VCBH, ADP and Beacon. The VCBH ROI is partially completed (the purpose, info released to, type of info and termination date). On the ADP ROI, enter the following: '**authorize**': VCBH ADP; '**To disclose to**': HSA/CFS 1400 Vanguard Dr., Ste. C, Oxnard 240-2700; '**The following Information**': *progress, participation and attendance*; '**The purpose of the disclosure...**': *to coordinate care*; Enter an **expiration date** of 24 months (e.g. if they sign on 5/1/16, you would write in 5/1/18). **NOTE: Be sure to document the parents' signing of the releases in your ER Narrative and contact notes; advise the Court Liaison if the parents have refused to sign or were not available to sign the forms.**
- Scan and send the release of info forms along with your detention packet materials to the JJC as part of your attachments (which includes the ICWA, Relative Due Diligence, and the CFS Release of Information).

- If you have arranged the Removal TDM or FTM within 5 days, plan on completing the PASS screening form (algorithm) with the parents at the meeting. Typically, the Court

Intake Unit CWSW will complete the form with the parents, but if they are not in attendance, then complete and submit the form. If you had previously been unable to obtain parent signatures, this is also an opportunity to further the conversation about getting services started quickly. See 'Introducing PASS to a Client' below. Completed PASS screening forms will be scanned (or direct e-mail if using the on-line PDF version) and sent to the Court Intake Unit Case Aide along with any newly signed release of information forms.

- **Warm Hand-Off:** Clients can be overwhelmed with so many tasks for follow-up, that our best practice will be to use the cell phone to contact VCBH (STAR) and/or ADP if the client has scored in section 3 or 4 of the screening algorithm so the client can make an appointment at that time. You can advise the staff at VCBH and/or ADP that the screening form will be forwarded immediately along with the release of information.

JJC STAFF / COURT INTAKE CWSW:

- JJC staff will obtain parent signatures for the VCBH and ADP release of information forms on all child removal cases if they have not already been collected. The Court Liaison will document the receipt of signatures and advise the Court if the parents have refused to sign. Completed release of info forms will be scanned and sent to the **Court Intake Unit Case Aide**.
- The Court Intake Unit CWSW will attend the removal TDM/FTM to complete the PASS screening form. If unable to attend, the ER CWSW should have completed the PASS screening form with the parents and scanned and sent to the Court Intake Unit Case Aide. **NOTE: See bullet point above for Warm Hand-Off best practice.**
- If no TDM/FTM has been held or the scheduled date is further out than 5 days, the Court Intake Unit CWSW will contact all FR client-parents within 24 hours to schedule an appointment within 4 days.
- PASS information may be collected from the parent in-person or by phone, but the process is only completed when the screening algorithm is completed and release of information signed. If a parent is incarcerated, their whereabouts are unknown or they have declined to sign the release – note that on the comments section of the PASS form and send to the **Court Intake Unit Case Aide** since these will be tracked for data purposes, but not forwarded as a referral.
- Completed PASS screening forms (including the decision matrix, or algorithm, for services) will be forwarded to the Court Intake Unit Case Aide for scanning and sending to the referred agency: Beacon, VCBH and/or ADP. **NOTE: Copies of the ROI forms are forwarded together with the PASS screening form unless they were signed at the JJC at orientation – in that case the Court Liaison would have already forwarded to the Court Intake Unit Case Aide.** The PASS screening information (the screening result and where it was forwarded) will be documented in CWS/CMS – see page 4 of this quick guide for the map and screen prints. **Reminder: all referrals and services should also be documented in the case plan assessment (e.g. "the mother was screened for Priority Access to Services and Support and referred to Beacon Health Options for treatment intervention")** ***The Case Aide will maintain a log of all PASS forms and where they are sent, and will also log the referrals***

(reasons) in which a client was screened out so that we can track referral numbers and any unmet needs to continue our advocacy for needed services.

- A copy of the CWS/CMS Case Plan will be forwarded to the treating clinician if accepted for services. Alert: a copy of the F&Os are required for children's mental health services and may be requested for adult services. VCBH and partnering agencies have agreed to initiate services pending receipt of F&Os, if requested.

ONGOING CWSW:

- Once the referral status section of the PASS screen is returned, the On-going CWSW will maintain contact with the identified provider (if services were initiated) for updates and will document all contacts in CWS/CMS as a service provider.
- The Ongoing CWSW will include the PASS information in a case planning FTM or, at a minimum, schedule a FTM within 40 days of the Detention Hearing on cases accepted for services and every 90 days, and as needed, thereafter. Reminder: Mental Health Providers should always be invited to attend FTMs.
- The Ongoing CWSW will continue communication with the treating clinician, provide an updated case plan and report general progress to the Court, being mindful to maintain specific confidentiality. For example: *"The mother continues to participate in ADP services and has demonstrated progress by fully engaging in all referred services, no missed or positive drug tests, having positive interactions with CFS staff and having visits progress to unsupervised."* NOTE: Forms are being developed for use to request on-going information from providers.

COMPLETING THE PASS SCREENING FORM:

- When possible, verify the information provided by the client. Information that cannot be verified, such as medications, specific diagnoses, and psychiatric hospitalizations, should be scored but also noted in the comments section as not verified.
- For **List C**, the reverse side of the form instructs "please consider making a referral to ADP if you suspect issues with drugs and/or alcohol, and the client agrees". The CAGE questions are designed to elicit more conversation about the client's substance use/abuse.
- In the Referral Algorithm section: if box #1 is the ranking, the referral will go to Beacon Health Options, but advise the client that they should also follow up with their Primary Care Physician (PCP).
- If you are forwarding the screening tool to the identified provider, remember to cc to COI-Help@ventura.org AND the **Court Intake Unit Case Aide**, currently Leanna.Ramirez@ventura.org for tracking purposes.

INTRODUCING PASS TO A CLIENT:

As you become more familiar with the forms, you will develop your own unique 'script'. Here is some suggested conversation: *"I will be asking you some questions today about possible mental health needs. CFS completes this screening for all parents that have had their children removed from their care. It is designed to help you get mental health or substance abuse services right away, if you need them. The*

screening tool is called PASS and it stands for Priority Access to Services and Support. The agencies you may be referred to are: Beacon Health Options, Ventura County Behavioral Health (STAR) and VCBH Alcohol and Drug Programs (ADP). I may also ask you to make an appointment with your primary doctor and share the results of this screening tool with them. If it looks like you may need these services, we can make the call together and put you in touch with someone who will make an appointment for you to be seen right away."

DATA ENTRY MAP WITH SCREEN PRINTS:

Select the Service Management (Orange) section > create new contact > (on behalf of child(ren)); in the contact page Contact Purpose will be 'Deliver Service to Client' (complete all yellow highlighted areas to enable the **Case Management Services/Referrals** box:

The screenshot shows a software interface for creating a contact. The 'Contact Purpose' dropdown is set to 'Deliver Service to Client'. Below this, there are several dropdown menus for 'Method', 'Location', and 'Status'. To the right, the 'Case Management Services/Referrals' box is visible, containing a '+' button and a 'Wraparound' checkbox. A red arrow points to the '+' button, and another red arrow points to the 'Deliver Service to Client' dropdown.

Click on the + button in the Case Management Services/Referrals box. Scroll down the menu to select 'CM-obtain medical consent' and 'Ref-Refer for Counseling/Mental Health Services' and/or 'Ref-Refer for Substance Abuse Services'. Select 'Apply'. The last step is to enter information in the Narrative section at the bottom of the contact page. Indicate the department(s) where the PASS screening form was sent and any summary as to the screening tool. Once this page is complete, it will populate to the Associated Services page.

Drop down menu choices from the Case Management Services/Referrals box:

The image shows two screenshots of the 'Select Case Management Services/Referrals' dialog box. The left screenshot shows a list of referral options, including 'Ref-Refer for Counseling/Mental Health Svcs' and 'Ref-Refer for Substance Abuse Services'. The right screenshot shows a list of case management services, including 'CM-Obtain Medical Consent' and 'CM-Perform Case Planning Activities'. Both screenshots include 'OK', 'Apply', 'Cancel', and 'Help' buttons, and a 'Wraparound' checkbox.