



PROVIDER ALERT

PA: PA 2008-06

Issued: December 2008

TO: Residential Treatment Centers, Therapeutic Group Homes and PASS Group Homes

SUBJECT: Placement Request Process Restructure

Dear Provider,

This alert is being sent to inform Residential Treatment Centers, Therapeutic Group Homes and PASS Group Homes of the restructuring to the current CT Behavioral Health Partnership's placement request process. The process, fully outlined in the attached document, will be utilized for all referrals to Residential Treatment Centers & Group Homes. It will be utilized for youth with a nexus to DCF's Bureau of Child Welfare, Bureau of Juvenile Services as well as The Court Support Services Division (CSSD). The Protocol will also apply to referrals made by Public Defenders operating through the Juvenile Court System.

The below steps provide an *abridged overview* of the restructured process. **Please see the attached document for a complete listing of steps in this referral process:**

- DCF (Area Office (AO), Parole Services, High Meadows, CCP, RVH), CSSD or Public Defenders operating through the Juvenile Court System will submit a completed CANS to VO along with supporting clinical documentation and a generic registration (i.e., one without a specific Level of Care (LOC) identified in advance and without a clinician's signature). Please note that the Registration form has been revised to reflect this new procedure.
- VO will review submitted materials and determine the necessary LOC based on promulgated LOC guidelines. Formal notification of the LOC determination will be made via email to the AO, DCF facility, DCF Bureau of Juvenile Services (Parole Services) or CSSD Liaison within 48 hrs of receipt of completed CANS.
- The DCF/CSSD Matching Team will review the CANS and supplemental clinical information, and they will prepare and present the case for matching at Rounds within 72 hours of receipt.
 - The CANS will be presented at Clinical Rounds until the youth is matched to an anticipated or current vacancy.
 - If a viable match can not be achieved within 30 calendar days following the LOC Determination, the LOC will be re-evaluated considering available resources.
- Matches will be made at Rounds and will be based solely on the Matching Team's understanding of the case and the availability of a vacant bed to meet the child's needs. Matches made at Rounds must be effectuated by the AO, Parole Services or CSSD in a timely manner. If the AO Social Worker, Parole/Probation Officer or Public Defender does not agree with the match, a request for match re-determination may be requested.

The collective goal is to streamline the process from the time the request is made to the time the child/youth is admitted to an RTC or GH. We each play a role in working together to ensure children/youth are admitted to the most appropriate out of home treatment setting in a timely and efficient manner.

If you have any questions or concerns, please feel free to contact us via email at ctbhp@valueoptions.com

Thank you,

Provider Relations Department
Connecticut Behavioral Health Partnership

Placement Request Process Restructure

The process outlined below will be utilized for all referrals to Residential Treatment Centers, Therapeutic Group Homes and PASS Group Homes. It will be utilized for youth with a nexus to DCF's Bureau of Child Welfare, Bureau of Juvenile Services as well as The Court Support Services Division (CSSD). The Protocol will also apply to referrals made by Public Defenders operating through the Juvenile Court System.

1. DCF (Area Office, Parole Services, High Meadows, CCP, RVH), CSSD or Public Defenders operating through the Juvenile Court System will submit a completed CANS to VO along with supporting clinical documentation and a generic registration (i.e., one without a specific level of care identified in advance and without a clinician's signature). VO will review the packet and they will make the Level of Care determination. Please note that the Registration form has been revised to reflect this new procedure.
2. VO will review the submitted materials for all required elements and determine the necessary Level of Care based on promulgated LOC guidelines. Subsequent to this determination, formal notification of the LOC determination will be made via email to the AO, DCF facility, DCF Bureau of Juvenile Services (Parole Services) or CSSD Liaison within 48 hours of receipt of a completed CANS. A review can yield one of 3 outcomes:
 - a. The ASO is unable to determine the LOC from the CANS alone; in this case the supplemental clinical information will be reviewed by the ASO in order to make a determination; or
 - b. The ASO is unable to determine LOC due to omissions of specific information that is required to determine the LOC (for example, on either of the above cases). The CANS will be returned to the AO, DCF facility, Parole Services or CSSD Liaison to provide the additional information. Required information must be provided to the ASO within 5 business days or the CANS will be closed by VO; or
 - c. The ASO determines the Level of Care; the registration will then be signed by a licensed VO Residential Care Team clinician and the placement packet will be forwarded to the DCF Residential Care Team (also known as the "Matching Team", comprised of the DCF Bureau of Behavioral Health Residential Care Team, a representative from the ASO and a representative from the DCF Bureau of Adolescent Services, CSSD and DCF Parole Services) for matching at Clinical Rounds.
3. The DCF/CSSD Matching Team will review the CANS and supplemental clinical information, and they will prepare and present the case for matching at Rounds within 72 hours of receipt.
 - a. The CANS will be presented at Clinical Rounds until the youth is matched to an anticipated or current vacancy.
 - b. If a viable match can not be achieved within 30 calendar days following the LOC Determination, the LOC will be re-evaluated considering available resources.
4. Matches will be made at Rounds and will be based solely on the Matching Team's understanding of the case and the availability of a vacant bed to meet the child's needs. Matches made at Rounds must be effectuated by the Area Office, Parole Services or CSSD in a timely manner as specified in (f) below. If the AO Social Worker, Parole Officer, Probation Officer or Public Defender does not agree with the match, a request for match re-determination may be requested. However, all requests for match re-determination must include an alternative disposition that can be effectuated within 10 days of the match or the appeal will not be heard. All Requests for match re-determination must be made in writing to *Peter Mendelson* and copied to *Stacey Gerber* or *Leo Arnone* and *Joe Arsenault* stating the reason for the request and the proposed alternative disposition.

5. Once a youth has been formally matched to an anticipated or current opening:
 - a. The provider is notified of the match: the Match Notification, CANS, Registration (with a licensed signature indicating the LOC determination) and supplemental clinical materials will be faxed on the same day to program to which the youth is matched. A preadmission interview will be scheduled with the provider by the Matching Team to occur within 7 business days of match notification but not within the first 3 business days in order to allow for preparation of the child, family & Area Office Staff. The Matching Team will establish the date, time and location of the preadmission meeting and will notify the DCF Area Office, Parole Services or CSSD and VO.
 - b. VO will confirm and log the match in the bed tracking as well as document the match in the child's AIS clinical record.
 - c. The Provider will notify the Residential Care Team within 3 business days of the match of any need for additional information, or acceptance or denial of match via the match notification form. All pre-admission interviews will conclude within 4 business days of match acceptance (7 business days total from match notification).
 - d. The Matching Team will notify the AO Social Worker, AO chain of command (SWS, PS, PD), DCF Facility, Parole Officer, Parole Supervisor, Probation Officer or Public Defender of the match as appropriate. Contact info for the admissions coordinator, along with the time, date and location of the preadmission appointment will also be provided by the Matching Team.
 - e. The Area Office, Parole Services or CSSD will transport the child to and from the preadmission interview and will participate in the preadmission interview process as appropriate.
 - f. Not later than 2 business days after the pre-admission appointment occurs, the Provider will return the match notification form to the DCF Matching Team, notifying of decision for acceptance or denial. If accepted for admission, the date of admission will be specified. Admissions to current vacancies must be executed within 2 business days of notification of acceptance. Admission to a projected bed must be executed within 2 business days of the actual bed vacancy. The Area Office, Parole Services or CSSD will transport the child to the program on the scheduled date at an agreed upon time occurring not later than 3 p.m.
 - g. In the event that there is a clinically significant change in the behavioral presentation or symptom manifestation of a youth after a CANS has been submitted or determination of LOC has been made. The Area Office Social Worker, Parole Officer, Probation Officer or Public Defender may submit a CANS update requesting reconsideration of the LOC and specifying the reason for the request.