



# Community Access to Recovery Services (CARS)

Merced County Department of Mental  
Health, Alcohol and Drug Services

# Goals of the CARS Unit:

- To have a simplified process for individuals and families seeking help, by having one point of access to services.
- To increase community wide coordination and collaboration in providing access for our consumers.
- Improving the point of access for the Department to assess, triage, and connect services, resources and course of treatment to individuals and families.

## Purpose of CARS:

- \*One point of access for referrals
- \*Address the needs of call-in/walk-ins seeking recovery services
- \*Complete intake process and establish Medical Necessity
- \*Link consumers to Prevention or Treatment services within the Department
- \*Informing and facilitating the coordination of community and appropriate referrals to partner agencies



# REFERRAL SOURCES

- SELF
- FAMILY
- COMMUNITY AGENCIES and PARTNERS
- EDUCATION SYSTEM
- HUMAN SERVICES AGENCY
- COURTS/PROBATION/LAW ENFORCEMENT/LEGAL SYSTEM
- FEDERAL QUALIFIED HEALTH CENTERS
- BEACON (Managed Care)
- CONTRACT PROVIDERS
- TRIAGE WORKERS AND MOBILE CRISIS TEAM
- HOSPITAL/EMERGENCY ROOM

# Community Access to Recovery Services - Central Intake 2015

## Department Evaluation/Needs Assessment

Full Staff

April 20

### Full Staff Meeting – Acquire Input Central Intake Branch Assessment

- \*Complete Task Matrix
- \*Complete Organizational Chart
- \*Drug Medi-Cal Certification
- \*Enhance Mission and Vision for Department
- \* Location
- \*Space needs
- \*Office Equipment and Supplies and IT Equipment
- \*Revision/Creation of Policy and Procedures

### Staff Support

#### FTE-

- \*1 MH Youth Clinician
- \*2 MH Adult Clinician
- \*1 AOD Adult/Youth Counselor
- \*1 OA II - Central Intake
- \*Program Manger Oversight
- \*Coordinator Oversight

### Ancillary Staff Support

- \*Crisis Mobile Response Team
- \*Triage
- \*OA III – Mobile Crisis Team

2 Month

May 4

### HR/MHSA –

- \*Relocating to designated sites
- \*Bldg 2 formally HR – To house CARS Branch
- \* Phone line/Rollover
- \*Set up office/IT /TDD Phone setup equipment /make office keys
- \* Notification and finalization of restructuring plans to all unions.
- \* Identifying community contacts for each community partner and provider within Merced County.
- \*Develop Decision Tree Flow sheet
- \*Crisis Mobile- afterhours will be located at CSU and provide rollover to designated number

### Forms Development

- \*CARS/ACCESS Phone Scripts
- \*Modify NOA Process Flowchart

### Policy and Procedures

- \*AOD Admissions/Readmission ADD 1.01
- \*Access to Specialty Mental Health Services I.D.01
- \*Guidelines for Consumer Access to Outpatient Services: Emergency, Urgent, and Non Urgent Conditions II.A.10
- \*Behavioral Health Standardized Intake II.B.13
- \*Treatment Plans

1 Month

June 1

### Hiring/Designating Staff to CARS-Central Intake Branch

- \*Employee Training Program for all identified staff
- \*Review of electronic drive-lock drive down with
- \*Establish Unit/Subunit Access
- \*Extensive QI/QA Documentation Training
- \*CIEP Training
- \*CBMCS Training
- \*Mental Health First Aid
- \*Community Resource Contacts Complete and submitted to X Drive by June 1

### Town Hall Meeting

- \* Obtain VIP List From AOD- Youth to Youth Conference
- \*Identify additional community agencies/providers
- \*Develop Announcement Letter
- \*Establish date for Town Hall Meeting
- \*Modify Power Point for Town Hall Meeting
- \*Secure B Street Conference Location for Meeting.

## Recruitment, Training, & Town Hall Event

2 Weeks

June 15- 19

### Town Hall Invitation and Media Announcement

- \*Network of Care
- \*Merced County Website
- \* Merced Sun Star Article Contact: Mike North
- \*LOA Family Video Commercial Clip
- \*Schedule Interpreters Spanish and Hmong-Healthy House
- \* Contact Sharon Jones about outreach events and request that announcement about the Central Intake is presented at events
- \*Notification to Department of Health Care Services about change in service delivery for the Department

- \*Explore option to Contract with Alameda Warm Line

## Community Outreach and Engagement

Week

June 22 -30

### Accessibility Check List and Walk Thru \*Site Certification Standards 2004 posted

- \*All lobby have informing forms accessible-threshold languages
- \*Emergency Contact Listing Posted
- \*Computer/Phone systems in full operation
- \*Open House-Public Tour
- \*Date/time (3-7?)

- \*Reschedule any POE appointments to Central Intake for week of July 1, 2015

- \*Confirm Unit/Subunit access granted
- \*Telephone Scripts completed
- \*Resources Completed
- \*Decision Trees in place
- \*Keys made and issued

## Finalization

Rollout

July 1, 2015

### Intake Process

- \*ACCESS- Screen Calls & Schedule Intake Appointments
- \* Livingston/Los Banos Intake - Tues/Thur LB & Wed Liv???

## Implementation

# CARS Locations

- CARS for Adults and Children/Youth: 480 East 13<sup>th</sup> Street, Merced, CA 95344.
- CARS for Children/Youth: a designated office at Children System of Care for all children/youth POE appointments. The central lobby at Children System of Care will continue to be used for families with children that are scheduled for an intake appointment.
- Los Banos/Livingston Sites:  
Los Banos: 40 G Street, Los Banos, CA  
Livingston Clinic: 1471 B Street, Suite N,  
Livingston, CA



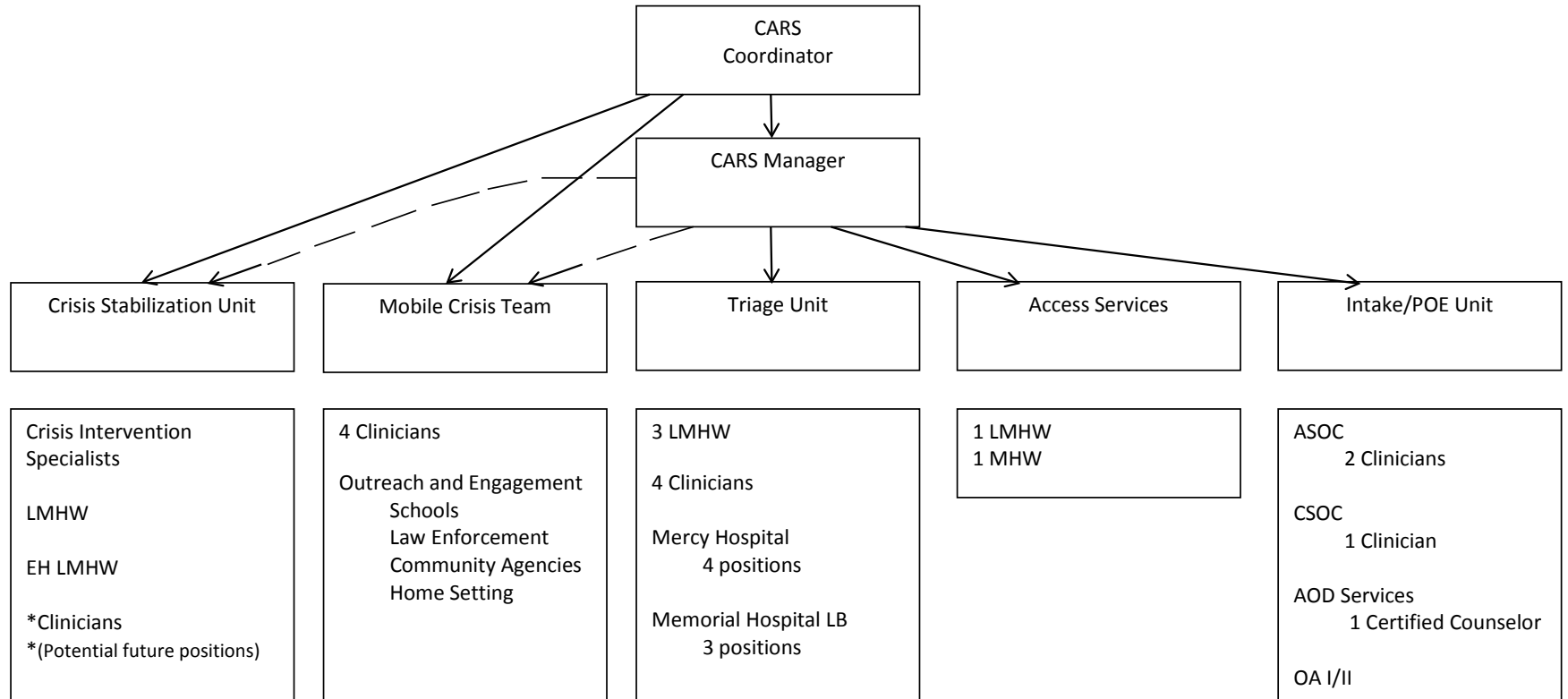
# CARS Intake Team:

- MH Coordinator oversight
- Program Manager oversight
- 1 FTE Mental Health Clinician (Children)
- 2 FTE Mental Health Clinicians (Adult)
- 1 FTE Alcohol and Drug Counselor (Adult/Youth)
- OA II for POE intake information
- Triage/Crisis Mobile Response Team
- OA III for Mobile Crisis team/  
Management support



# CARS Structure

Community Access to Recovery Services





# Commencement Dates For CARS:

- Children System of Care - to initiate Centralize Intake:  
WEDNESDAY. JULY 1, 2015
- Adult System of Care - Mental Health and Alcohol and Drug:  
WEDNESDAY. JULY 1, 2015

# Update – CARS since Commencement Date

- Intake Appointments
- Beacon Referrals
- Mobile Crisis
- Triage Program

# QUESTIONS/COMMENTS/CONCERNS

- Email feedback, comments or questions:
- [Tbarber-jacinto@co.merced.ca.us](mailto:Tbarber-jacinto@co.merced.ca.us)

