

# ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

## ADMINISTRATIVE PROCEDURE

Date Issued 7/23

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<b>CHAPTER</b> Service Delivery		<b>CHAPTER</b> 03	<b>SECTION</b> 002	<b>SUBJECT</b> 0065
<b>SECTION</b> Records		<b>SUBJECT</b> Transfer of Cases, Records - and Security		
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### I. APPLICATION:

- ☐ SCCCMHA Board
- ☒ SCCCMHA Provider & Sub-Contractors
- ☒ Direct Operated Programs
- ☒ Community Agency Contractors
- ☒ Residential Programs
- ☒ Specialized Foster Care

### II. PURPOSE STATEMENT:

St. Clair County Community Mental Health Authority (SCCCMHA) to transfer case records of persons served to other programs and/or agencies within the public mental health system in a coordinated and consistent manner that promotes continuity of care, and assures case record is complete and up to date.

### III. DEFINITIONS:

- A. Records: Any case or administrative records, including hardcopy or electronic media.

### IV. STANDARDS:

- A. Adult transfers that occur as part of the initial entry process do not have to complete the Program Placement /Transfer Meeting (form #0041). At time of transfer, complete Transfer Checklist (form #0041C).
- B. Neglect to maintain security of case records will result in corrective/disciplinary action. The degree of corrective/disciplinary action imposed is determined upon the severity of the offense.

### V. PROCEDURES:

#### A. Program Transfer Process

##### **Individual Served/Planning-Team/ Case Holder**

1. Identifies the need and desire for the individual to transfer to another agency/program in order to best meet the individual's needs.
2. Meets with their supervisor to discuss the need for transfer of individual to another program. A case consultation is completed and given to supervisor of receiving program.

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3. Provides a case consultation note to the Group Home Coordinator, if person requires a specialized group home.

#### **Receiving Program Supervisor/Designee**

4. Reviews case consultation and requests more information if needed.
5. Makes the determination for transfer or further consultation.
6. Determines new case holder and assigns the case.
7. Notes on the form the determination made and indicates if there are any special considerations (see exhibit "A").

#### **Placement Coordinator (if licensed residential group home is needed)**

8. Notifies Case Holder of bed availability and makes recommendations if person requires group home placement.
9. Provides Case Holder information of what the group home will need at the time of placement meeting.
10. Contacts necessary group home staff and Residential Recovery Services One (RRS1) Supervisor about possible placement and arranges a placement meeting with all necessary parties.
11. Transfers the individual to RRS1 program at time of the group home placement meeting, if individual will remain in the group home for longer than 2 weeks.

#### **Case Holder**

12. Assures individual/family/guardian are in agreement with proposed transfer and are provided with all of the information on reasons for placement.
13. Continues with responsibility for ongoing treatment until the transfer is complete and case is "handed off".
14. Completes and forwards Transfer Checklist (form #0041C) to New Program's Supervisor/Designee. It is the responsibility of the current Case Holder to make sure the chart is up to date and complete.
15. Arranges a transfer meeting and completes transfer form #0041 (Program Placement/Transfer Meeting) with new Case Holder, individual and any other necessary individuals (i.e. guardian).
  - a. Content of the Meeting/Form:
    - (1) Identifying Information
    - (2) Purpose of the Meeting (reason for the placement/transfer)
    - (3) Individual Satisfaction (with current/previous program[s]).

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- (4) Status Report (progress-maintaining, regression, new needs)
- (5) Expectations
- (6) Interim goals are documented until IPOS/Amendment is completed
- (7) Future/Follow-Up Activities
  - i. Future timeframes
  - ii. Checklist activities
  - iii. Notice of Adverse Benefit Determination

- 16. Chairs the group home placement meeting, if person requires a licensed residential setting (the Placement Coordinator will arrange the placement meeting and the individual will be transferred to RRS1 if individual will be in the group home for longer than 2 weeks).
- 17. New Case Holder completes an amendment to add updated goals, objectives, interventions, and authorizations. Obtains signature of everyone who is present at the meeting.
- 18. Ensures completed transfer form #0041 (Program Placement /Transfer Meeting) and checklist are scanned into the case record. Once transfer is complete, previous Case Holder is closed within OASIS.
- 19. New Case Holder ensures Information Systems are updated in Oasis Demographics

### **C. Case Record Transfer Process**

#### **Program Supervisor/Designee**

- 1. Opens individual to the new program and new Case Holder in OASIS.

### **VI. REFERENCES:**

None Available

### **VII. EXHIBITS:**

- A. Special Considerations “Specialized Residential Placement”

### **VIII. REVISION HISTORY:**

Dates issued 12/87, 06/91, 10/93, 04/96, 07/96, 10/98, 10/00, 10/02, 11/04, 03/06, 02/09, 02/11, 11/12, 11/13, 09/15, 09/16, 09/17, 11/18, 11/19, 07/22.

## SPECIAL CONSIDERATIONS

### “Specialized Residential Placement”

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Below is a list of tasks/activities that may be necessary to facilitate a specialized residential placement. The steps listed below reference the steps to the “Basic Placement Process.”

- Step 1:** There must be Treatment Planning Team consensus regarding a placement; however, both the family and/or the person served can request a program placement. Case Holder reviews prospective placement with Program Supervisor.
- Step 2:** It is the Case Holder’s responsibility to contact the placement coordinator in order to initiate a placement (transfer and placement are two different things). Case Holders should not be facilitating placements on their own. There may need to be some additional contacts as it relates to changes with other programming needs (e.g., program or school changes).
- Step 3:** The Placement Coordinator will gather the necessary information and help with the overall coordination of information sharing, visitation, special observation visits if necessary. The Case Holder would chair the placement (meeting is mandatory and must occur) (**Note:** It is the responsibility of the Case Holder to ensure the case record is up to date and complete, as well as complete the Program Placement/Transfer Meeting, form #0041).
- NOTE:** Non-specialized placements may not require any contact to the placement coordinator. The Placement Coordinator should be informed of the possibility of a placement and if there actually is a placement.