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|  | WFNJ SAI/BHI  Care Coordination Services |



## **To: All WFNJ SAI/BHI Clinical Care Coordination Staff**

## **From: Stacey Wolff, Director of Care Coordination Services**

## **CC: Elizabeth Hoeger, Quality Assurance Supervisor**

## **Date: September, 2019**

## **Re: POLICY UPDATE: Assessment of GA Protocol Clients**

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All CCs must ask their GA clients who are not receiving cash assistance if they are new applicants for GA, meaning they are required to adhere to all recommendations set forth by the County Welfare Agency for the GA Protocol for cash assistance. CCs would identify if a client is not receiving cash assistance in the database, but must be careful not to confuse this status with sanctioned clients. It is strongly recommended that the ACCs/SCs determine if the client is a new GA applicant and indicate the information in the comment section of the referral screen in the database.

The following policy is enforced for GA applicants only who must adhere to the GA Protocol.

In the event a GA protocol client fails to show for the assessment or assessment UDS (if DCPP or “SAI”), **the client will not be rescheduled, the SAI/BHI case will be closed and the case will be closed.**  They will be closed as either “Refused Assessment” if they did not show for the assessment at all, or “Failed to Complete Assessment,” if the client did not show for the assessment UDS. The Care Coordinator (CC) must indicate in the comments on the Caseworker Referral Response Form (CWRRF), that the client did not show for the assessment or failed to complete the assessment (if the client did not go for the assessment urine screen). The client’s GA case will likely be denied once the Caseworker receives your CWRRF for failing to complete this requirement of the GA protocol.

If the CC has referred the client for treatment at the time of the assessment, and the SAI/DCPP client fails to show for the assessment UDS, then:

* The CC must call the treatment provider to inform them that the client failed to complete the assessment and the SAI/BHI case will close.
* The CC must cancel the intake appointment with the treatment provider.
* The CC must call the client or ask an Outreach Assistant Care Coordinator to send a letter to the client informing them that their case is closed and that the SAI/BHI will not authorize the scheduled treatment services.
* If the client wants to attend treatment, they must be instructed to contact their welfare worker to obtain a re-referral to the SAI/BHI for services.